

City of Durham Resident Survey

416

...helping organizations make better decisions since 1982

Findings Report

Submitted to the City of Durham North Carolina:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2017





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Importance-Satisfaction Analysis	26
Section 3: Benchmarking Analysis	32
Section 4: Tabular Data	46
Section 5: Survey Instrument	101

2016 City of Durham Resident Survey

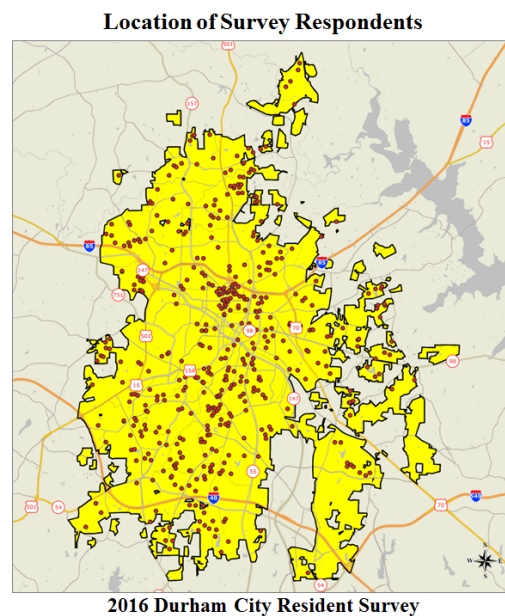
Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of City of Durham during the winter of 2016. The purpose of the survey was to help the City of Durham strategically plan for the future as they continue to grow and meet new challenges. The City and County are jointly overseeing the survey so that more Durham residents have an opportunity to be heard. The survey will assist elected officials, as well as the City and County administrators, in making critical decisions about prioritizing resources and helping set the direction for the future of the community. This is the seventh survey ETC Institute has completed for the City of Durham, the first was administered in 2005.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in City of Durham. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Durham City from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. The map to the right shows the location of all survey respondents.



The goal was to complete a total of 600 survey, 400 with residents of the City of Durham and 200 with residents of Durham County who do not live in the City. That goal was exceeded with total of

735 residents completing the survey, 487 residents of the City of Durham completed the survey, and 248 residents of City of Durham completed the survey. The overall results for the sample of 487 households have a precision of at least +/-4.4% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Durham with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2015 and 2005 community surveys,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results ,
- benchmarking data that shows how the results for City of Durham compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Sixty-four percent (64%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City, 61% of residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the County. Seventy-three percent (73%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their neighborhood.

Overall Satisfaction with City and County Services

The major categories of services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire protection and rescue services (85%), the overall quality of library services and programs (79%), the overall quality of EMS services (78%), and the response time for fire services (78%). For 13 of the 24 major categories of City and County services that were rated, 50% or more of residents *who had an opinion* were “very satisfied” or “satisfied”. Respondents, *who had an opinion*, were least satisfied with the overall flow of traffic in Durham (31%), and the overall maintenance of City streets (29%). Respondents think the overall quality of police protection, the overall quality of public schools, and the maintenance of City streets should receive the most emphasis from City leaders over the next two years.

Feelings of Safety

Eighty-one percent (81%) of respondents, *who had an opinion*, indicated they were feel either “very safe” or “safe” when rating their overall feeling of safety while walking alone in their neighborhood during the day. Fifty percent (50%) of residents, *who had an opinion*, indicated were feel either “very safe” or “safe” when walking alone in their neighborhood at night.

Durham Public Schools

Fifty-eight percent (58%) of respondents indicated their children went to or graduated from Durham Public schools and 32% indicated they are currently enrolled in Durham Public Schools when they were asked to indicate the education status of children in their household.

The statements regarding Durham Public Schools that had the highest levels of agreement, based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*, were: encourages community involvement in education-related decision making (36%) and has effective leadership in K-12 education (27%). The statement that had the highest levels of disagreement based upon the combined percentage of “disagree” and “strongly disagree” responses among residents *who had an opinion*, was: attracts high quality teachers (42%).

Satisfaction with Specific Services

- **Law Enforcement and Criminal Justice.** The highest levels of satisfaction with law enforcement and criminal justice services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall police relationship with your community (55%), overall Sheriff’s office relationship with your community (51%), and the enforcement of local traffic safety laws (48%). The aspect of law enforcement and criminal justice in Durham that respondents were least satisfied with is the local court system (37%).
- **Parks, Recreation, and Open Space.** The highest levels of satisfaction with parks, recreation, and open space based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: greenways and trails (63%) cultural programming (61%), and the length of your commute to your desired recreation amenities (56%). The two parks and recreation services respondents indicated should receive the most emphasis over the next two years were greenways and trails, and cultural programming.
- **Maintenance.** The highest levels of satisfaction with maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: response to sever weather storm events (59%), condition of parks (53%), and the condition of streets in neighborhoods (51%). The two maintenance services respondents indicated should receive the most emphasis over the next two years were

condition of streets in neighborhoods and mowing and condition of sidewalks in neighborhoods.

- **Multi-Modal Transportation.** The highest levels of satisfaction with multi-modal transportation in Durham, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of travel by driving (66%) and safety when driving around Durham (57%).
 - Respondents were most in agreement with the statement: it is safe to walk in my neighborhood (71%).
- **Solid Waste and Utility Service.** The highest levels of satisfaction with solid waste and utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: solid waste collection services (83%), curbside recycling services (81%), and yard waste collection services (66%).
- **Economic Development.** The highest levels of satisfaction with economic development services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the appearance of your neighborhood (65%), and public art in Durham (53%). Respondents were least satisfied with the access to training and development for the under-employed and unemployed in Durham (19%).
- **City Communication.** The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information about City programs and services (53%), and the ease of locating information on the City website (50%). Respondents were least satisfied with the level of public involvement in local decision making (34%).
- **County Communication.** The highest levels of satisfaction with County communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the ease of locating information on the County website (48%), and the availability of information about County programs and services (44%). Respondents were least satisfied with the level of public involvement in local decision making (29%).

Additional Findings and Recommendations

- Respondents were asked to indicate whether or not they have used GoDurham or the Bull City Connector during the past year. Fifteen percent (15%) of respondents had used the service. Respondents who had not used the services were asked to indicate the primary reason for not using the service. A majority of respondents indicated they do not need the service – they just prefer to drive (72%).
- Twenty-four percent (24%) of respondents indicated they were either “very satisfied” (5%) or “satisfied” (19%) with the availability of affordable housing in the City of Durham. Thirty-

four percent (34%) of respondents were “neutral”, 23% were “dissatisfied”, and 18% were “very dissatisfied”. Seventy-eight percent (78%) of respondents indicated they are able to find housing they can afford in Durham. Thirty-three percent (33%) of respondents indicated they have major home repairs that impact their quality of life or they have put off because of lack of resources, and 31% of respondents indicated their monthly housing costs exceed 30% of their monthly income.

- Fifty-four percent (54%) of respondents indicated they or members of their household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint.
 - Of those who have contacted the City the highest levels of satisfaction with their experience, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents were: the courtesy of City Government (72%), how easy the City Government was to contact (67%), and the accuracy of the information and assistance given (60%). Overall, a majority of respondents were satisfied with all six aspects that were rated.
- Thirty percent (30%) of respondents indicated they or members of their household contacted employees of the County of Durham or visited the website to seek services, ask a question, or file a complaint.
 - Of those who have contacted the County the highest levels of satisfaction with their experience, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents were: the courtesy of County Government (72%), the accuracy of the information and assistance given (69%), and how easy the County Government was to contact (66%). Overall, a majority of respondents were satisfied with all six aspects that were rated.
- Respondents were asked to indicate, from a list of government capital projects and services, which ones they would be willing to pay higher taxes to support enhancements for. Respondents were allowed to select multiple choices. The top three capital projects and services that respondents are willing to pay higher taxes to support are below.
 - **Capital Projects.**
 - Street improvements (43%)
 - Public school facilities (41%)
 - Sidewalks (30%)
 - *Twenty-nine percent (29%) of respondents would not pay higher taxes for any of the 11 items listed*
 - **Services.**
 - Public school operations (teachers, salaries) (46%)
 - Affordable housing (34%)

- Job creation and training (32%)
- *Twenty-two percent (22%) of respondents would not pay higher taxes for any of the 10 items listed.*
- **Note:** Forty-two (42%) percent of respondents disagreed with the statement regarding Durham Public Schools attracting high quality teachers. Nearly half (48%) of respondents are willing to pay increased taxes in order to pay teachers and salaries. The City should continue to explore public opinion regarding tax increases for public schools in the City.
- Respondents were then asked to indicate how willing they would be to pay fees instead of taxes to pay for improvements to services that they use or benefit from. Over one-third (38%) of respondents indicated they would be “very willing” (12%) or “willing” (26%) to pay fees instead of taxes. Forty-one percent (41%) of respondents were “not sure”, and 21% were “not willing”. Further exploration into public opinion regarding this topic is needed in order to the County to take action on these results.

Trends

ETC Institute was able to compare past survey results, namely the 2015 survey, to the current 2016 results to gain an overall perception of how the City is performing in a variety of areas. Section 1 of this report contains charts and graphs of questions found on the survey instrument, trends were created for as many of these questions as possible. Below is a brief summary of how the 2016 results compare to the 2015 results. Only questions rated on a 5-point scale are listed below, the comparisons are made using the sum of 5 and 4 responses.

Largest Increases in Ratings

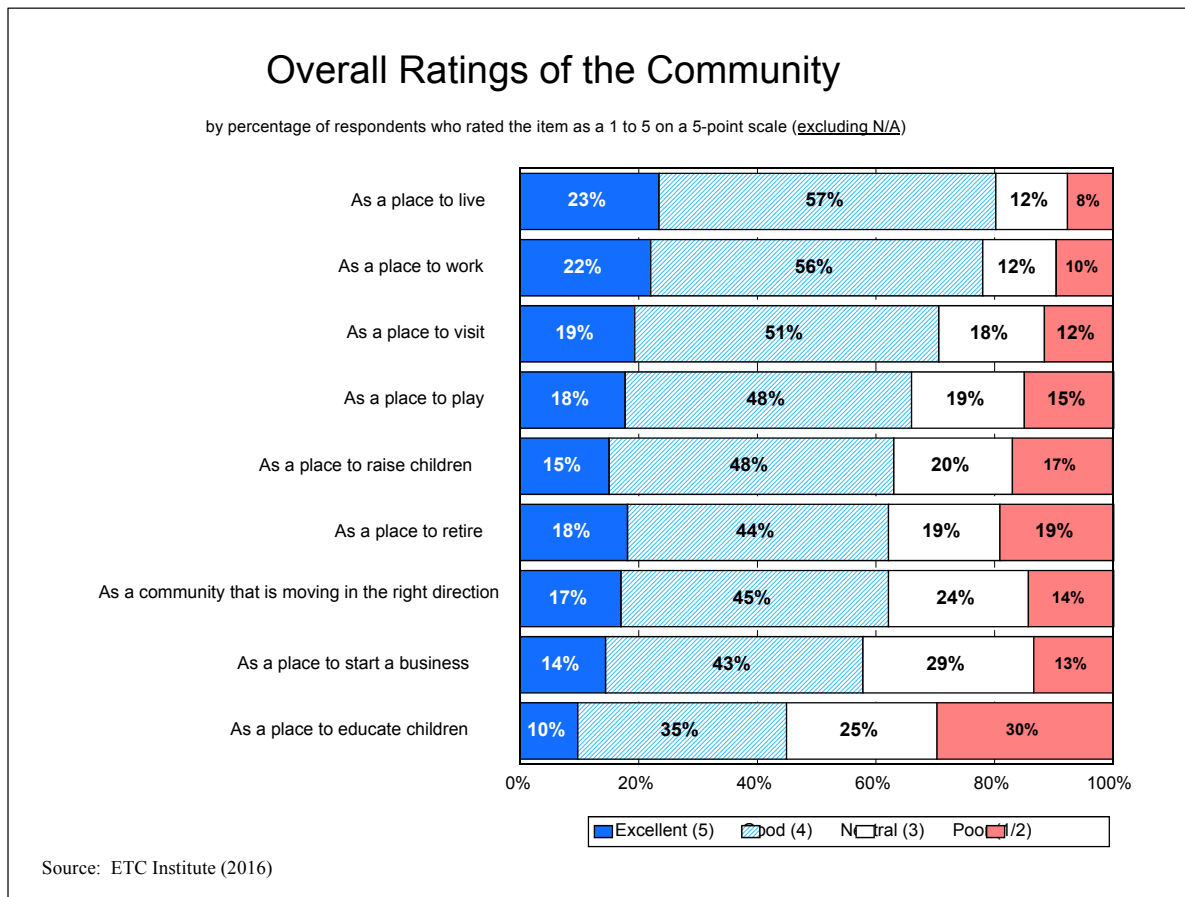
- Athletic Programs provided by the City: **8% increase** in overall satisfaction
- Overall quality of public health services: **7% increase** in overall satisfaction
- Quality of the City’s public transit system: **7% increase** in overall satisfaction
- Recreation Center programs: **6% increase** in overall satisfaction
- Condition of bicycle facilities: **6% increase** in overall satisfaction
- Aquatic programs: **5% increase** in overall satisfaction

Largest Decreases in Ratings

- Overall feeling of safety in Durham: **18% decrease** in overall feelings of safety
- Your experience engaging with the local government process: **16% decrease** in overall satisfaction
- Overall feeling of safety in Downtown Durham: **16% decrease** in overall feelings of safety
- When walking along in your neighborhood at night: **13% decrease** in overall feelings of safety

Overall Ratings of the Community

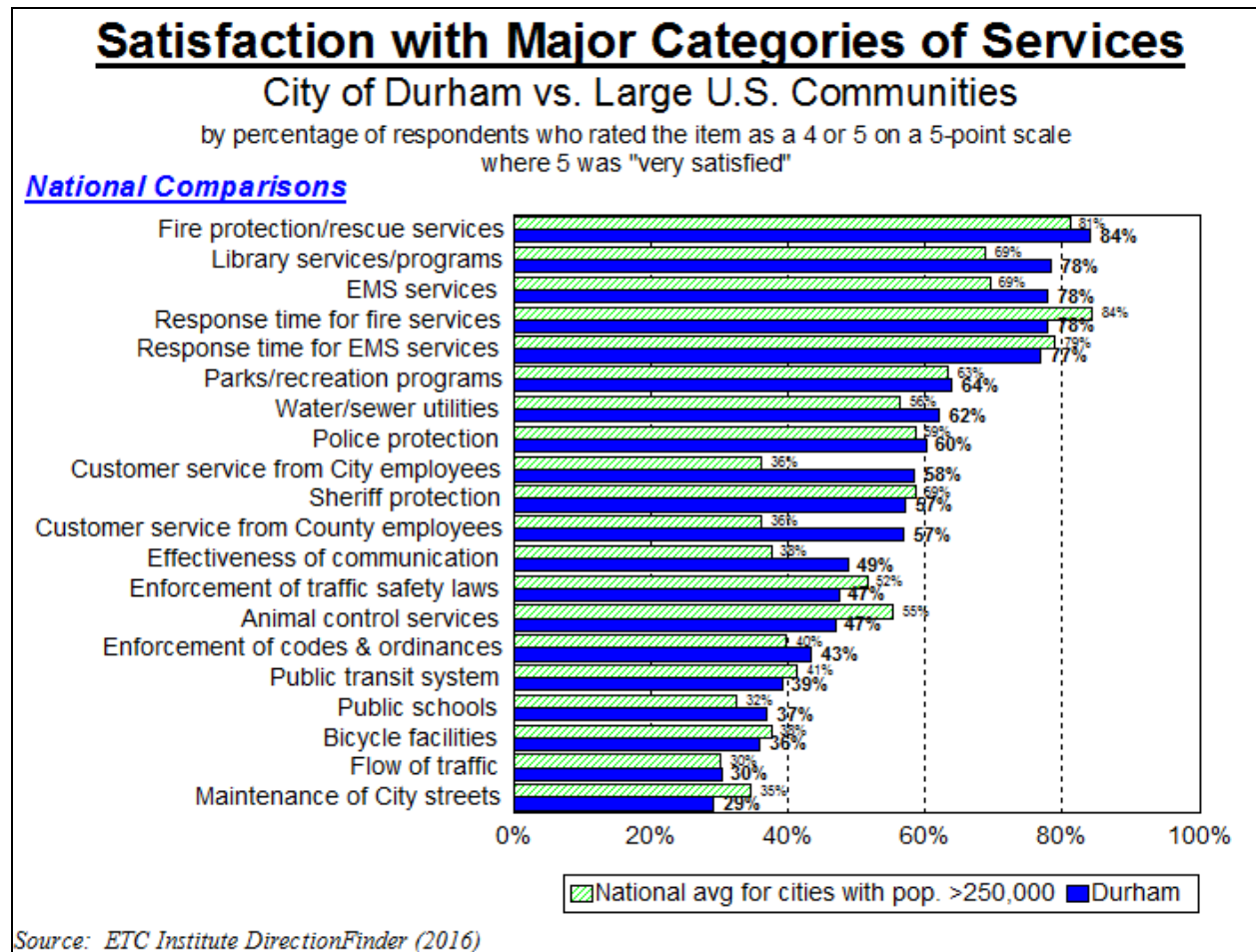
The chart below shows how respondents rated the City of Durham overall.



Overall, respondents view the City of Durham favorably, this is evident from the positive overall ratings in the chart above. However, the rating for Durham as a place to education children did see the lowest favorable ratings which should be noted. The City has the opportunity to explore options which have the ability to raise the overall ratings of Durham as a place to education children. The City should look at the results of this survey as positive when it comes to strategically planning for future education initiatives. Although more public opinion research is needed, based on these results respondents are currently dissatisfied with public schools, and are willing to fund them with additional tax dollars to see an improvement in the number of high quality teachers the schools employ.

How the City of Durham Compares to Other Communities

ETC Institute performed a benchmarking analysis comparing the City of Durham's results to our national survey results from 2,000 residents who live in communities with a population of more than 250,000 residents. ETC Institute also compiled a set of performance ranges using data from a total of 26 large U.S. communities where ETC Institute has administered a *DirectionFinder*® survey since 2013. It should be noted that the performance range data was compiled from surveys ETC Institute has administered, and a majority of these 26 communities are very high performing. ETC Institute chose to compare City of Durham's results to high performing communities to give City administrators the ability to gauge current public perception, and use these results to improve upon existing performance. The following pages briefly summarize the benchmarking comparisons, a full breakdown of these results can be found in Section 3 of this report.



How the City of Durham Compares to Other Communities Nationally

Satisfaction ratings for City of Durham **rated the same as or above the U.S. average in 42 of the 63 areas** that were assessed. City of Durham rated significantly higher than the U.S. average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between City of Durham and the U.S. average:

Service	Durham	U.S.	Difference	Category
Courtesy of employees	71%	29%	43%	Customer Service
How easy they were to contact	67%	24%	42%	City Services
How well your issue was handled	59%	27%	32%	Parks and Recreation
Time it took for your request to be completed	56%	28%	28%	Overall Ratings
Accuracy of information & assistance given	60%	32%	28%	Overall Ratings
Yard waste collection services	66%	41%	25%	Overall Ratings
Customer service from City employees	58%	36%	22%	Overall Ratings
Customer service from County employees	57%	36%	21%	Overall Ratings
Overall ease of travel within Durham	51%	30%	21%	Overall Ratings
Availability of information about City programs & services	53%	33%	19%	Parks and Recreation
Overall quality of services provided by the City	63%	45%	18%	City Communication
Overall quality of services provided by the County	61%	45%	16%	City Services
Condition of streets in your neighborhood	50%	36%	15%	City Communication
Ease of locating information on the City website	51%	37%	14%	City Maintenance
Curbside recycling services	80%	68%	13%	City Maintenance
Overall management of development & growth	44%	33%	12%	City Maintenance
Effectiveness of communication	49%	38%	11%	City Maintenance
City efforts to keep informed about local issues	40%	29%	11%	City Maintenance
Library services/programs	78%	69%	10%	Customer Service
As a place to live	80%	71%	10%	Utility Services
EMS services	78%	69%	9%	City Services
As a place to work	78%	71%	7%	City Services
Solid waste collection services	82%	76%	6%	Parks and Recreation
Water/sewer utilities	62%	56%	6%	City Communication
Overall appearance of Durham	52%	47%	5%	City Services
Public schools	37%	32%	5%	City Services
Enforcement of codes & ordinances	43%	40%	4%	City Services
As a community moving in the right direction	62%	59%	4%	City Services
Value receive for your local taxes and fees	35%	31%	4%	City Services
Fire protection/rescue services	84%	81%	3%	City Services
Level of public involvement in local decisions	33%	31%	2%	Parks and Recreation
Police protection	60%	59%	2%	Customer Service
Sewer services	66%	65%	1%	Customer Service
Greenways and trails	63%	62%	1%	Feeling of Safety
Overall quality of life in Durham	64%	63%	1%	Feeling of Safety
When walking alone in your neighborhood at night	50%	49%	1%	City Communication
Athletic programs	49%	48%	1%	City Services
As a place to visit	71%	70%	1%	City Services
Parks/recreation programs	64%	63%	0%	City Maintenance
In downtown Durham	48%	48%	0%	Parks and Recreation
As a place to retire	62%	62%	0%	Perceptions of the Community
Flow of traffic	30%	30%	0%	Perceptions of the Community
Sheriff protection	57%	59%	-1%	Perceptions of the Community
Bicycle facilities	36%	38%	-2%	Perceptions of the Community
Condition of sidewalks in your neighborhood	44%	46%	-2%	Perceptions of the Community
Aquatic programs	40%	42%	-2%	Perceptions of the Community
Mowing/tree trimming along streets & other areas	43%	45%	-2%	Perceptions of the Community
Quality of drinking water	63%	65%	-2%	City Services
Public transit system	39%	41%	-2%	City Services
Response time for EMS services	77%	79%	-2%	City Services
Overall image of Durham	52%	55%	-3%	City Services
As a place to raise children	63%	66%	-3%	Utility Services
Customer service provided by Parks & Rec staff	54%	58%	-4%	City Services
Enforcement of traffic safety laws	47%	52%	-4%	City Services
Condition of recreation centers & facilities	47%	52%	-4%	Utility Services
Condition of bicycle facilities	33%	38%	-5%	City Services
Maintenance of City streets	29%	35%	-5%	Utility Services
Outdoor athletic fields & courts	55%	60%	-5%	Customer Service
Response time for fire services	78%	84%	-7%	Perceptions of the Community
Animal control services	47%	55%	-8%	Feeling of Safety
Walking alone in your neighborhood during the day	81%	91%	-10%	City Services
Condition of parks	53%	68%	-15%	Feeling of Safety
In Durham overall	34%	61%	-26%	Utility Services

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

Overall Priorities for the County by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- **Public Schools** (IS Rating=0. 2619)
- **Maintenance of City Streets** (IS Rating=0.2389)
- **Police Protection** (IS Rating=0. 1620)
- **Traffic Flow in Durham** (IS Rating=0.1485)

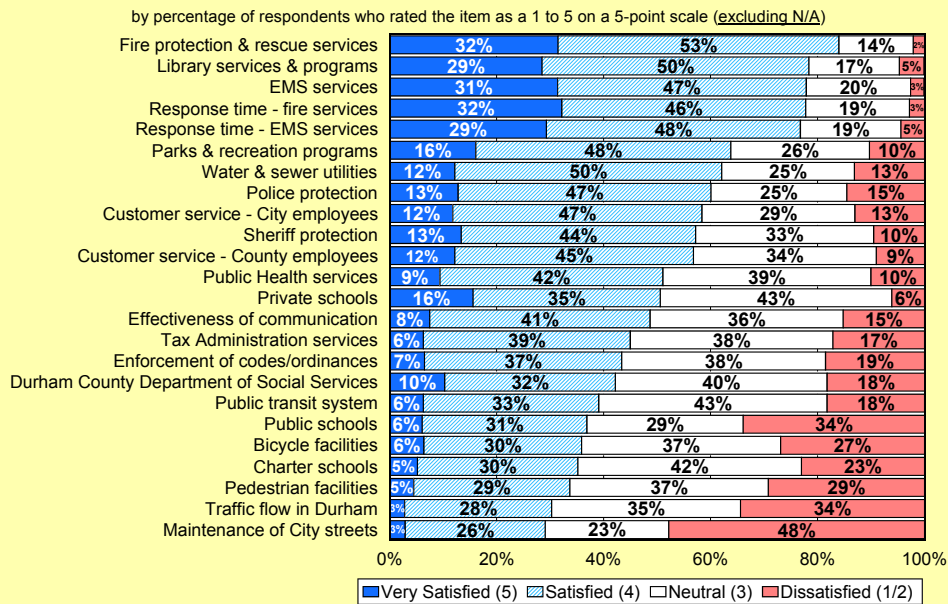
The table below shows the importance-satisfaction rating the 24 major categories of City services that were rated.

2016 Importance-Satisfaction Rating City of Durham Major Categories of City and County Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Public schools	42%	2	37%	19	0.2619	1
Maintenance of City streets	34%	3	29%	24	0.2389	2
High Priority (IS .10-.20)						
Police protection	41%	1	60%	8	0.1620	3
Traffic flow in Durham	21%	4	30%	23	0.1485	4
Medium Priority (IS < .10)						
Bicycle facilities	11%	5	36%	20	0.0712	5
Pedestrian facilities	10%	6	34%	22	0.0676	6
Public transit system	9%	7	39%	18	0.0554	7
Durham County Department of Social Services	7%	11	42%	17	0.0405	8
Effectiveness of communication	8%	9	49%	14	0.0400	9
Sheriff protection	8%	8	57%	10	0.0342	10
Enforcement of codes/ordinances	5%	13	43%	16	0.0300	11
Parks & recreation programs	7%	10	64%	6	0.0268	12
Water & sewer utilities	7%	12	62%	7	0.0250	13
Tax Administration services	5%	15	45%	15	0.0248	14
Charter schools	4%	17	35%	21	0.0240	15
Customer service - City employees	5%	14	58%	9	0.0196	16
Public Health services	3%	19	51%	12	0.0127	17
Library services & programs	4%	16	78%	2	0.0084	18
Response time - EMS services	3%	18	77%	5	0.0065	19
Customer service - County employees	1%	23	57%	11	0.0052	20
Private schools	1%	24	51%	13	0.0049	21
Response time - fire services	2%	21	78%	4	0.0040	22
Fire protection & rescue services	2%	20	84%	1	0.0038	23
EMS services	2%	22	78%	3	0.0035	24

Section 1

Charts and Graphs

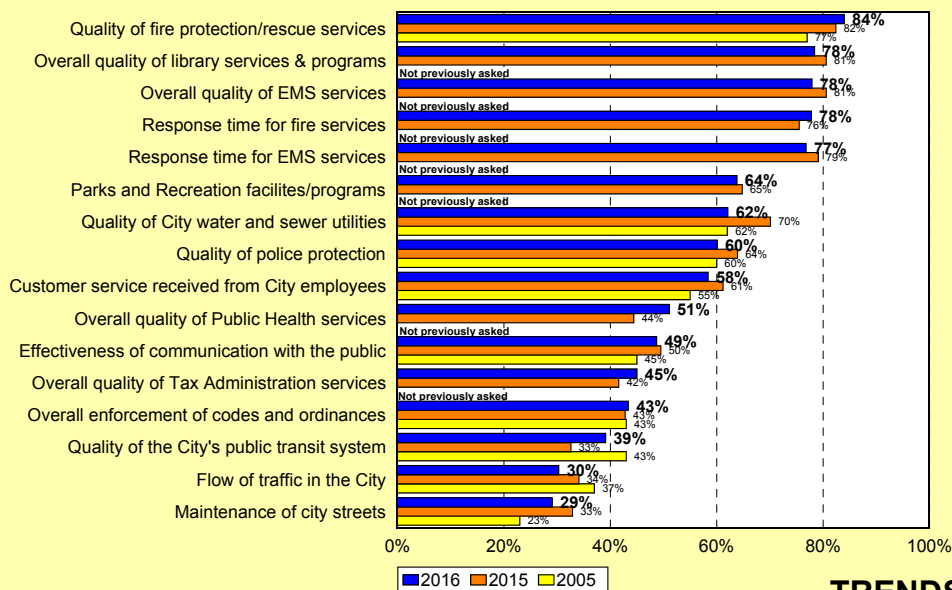
Overall Satisfaction with City and County Services by Major Category



Source: ETC Institute (2016)

Overall Satisfaction with City and County Services by Major Category - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

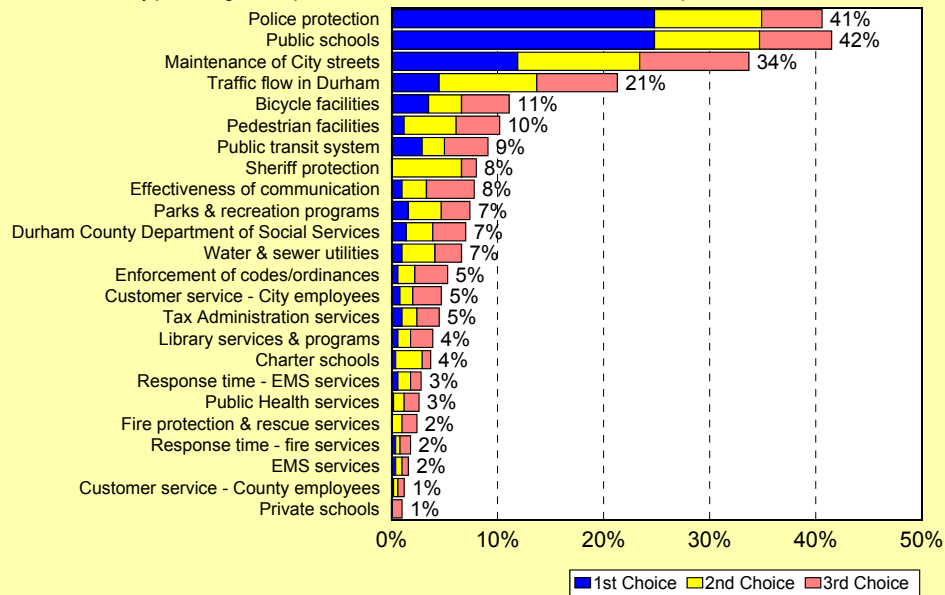


Source: ETC Institute (2016)

TRENDS

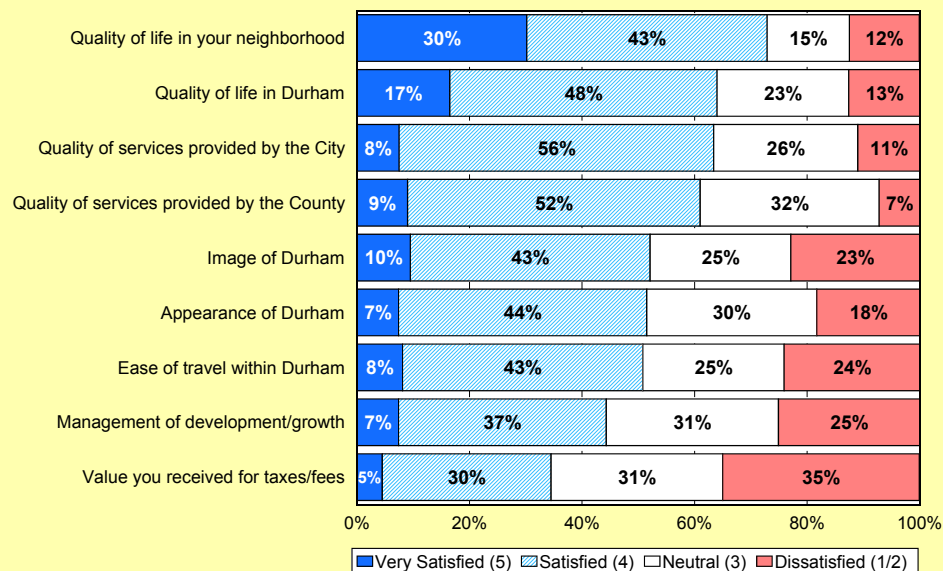
Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



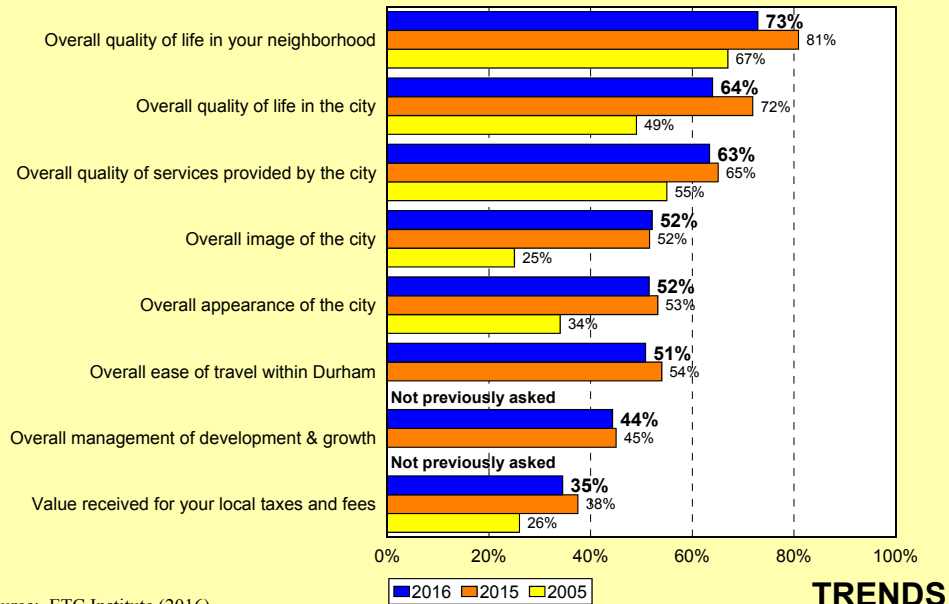
Overall Satisfaction with Items that May Influence Your Perception of Durham

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



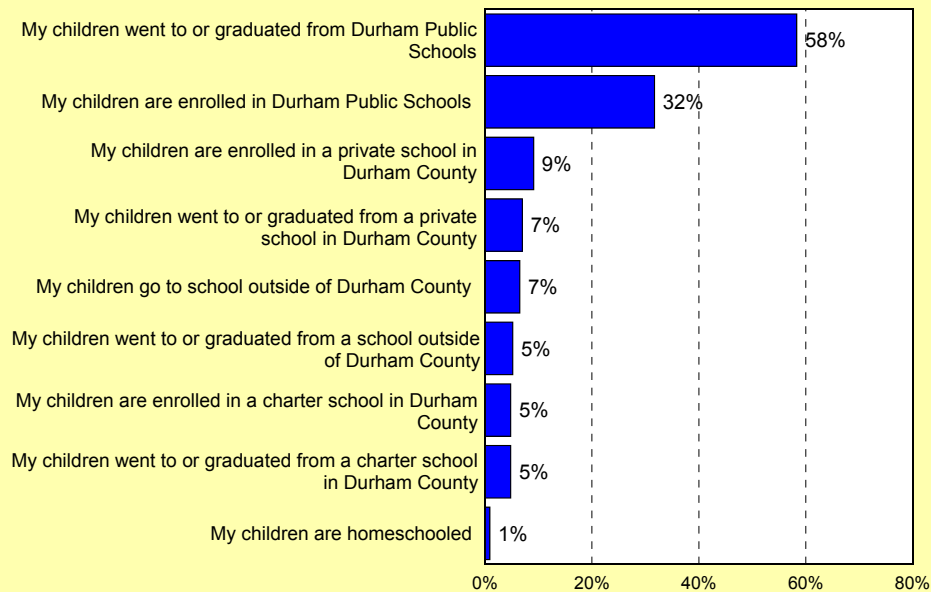
Overall Satisfaction with Items that May Influence Your Perception of Durham - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale



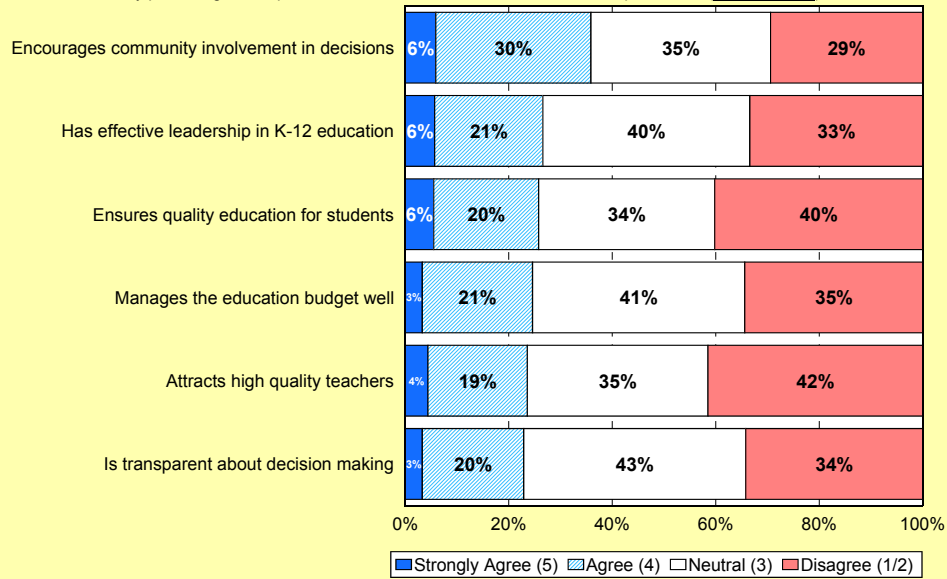
Education Status of Children in Your Household

by percentage of respondents (multiple selections allowed, excluding "This question does not apply to me")



Overall Agreement with Statements About Durham Public Schools

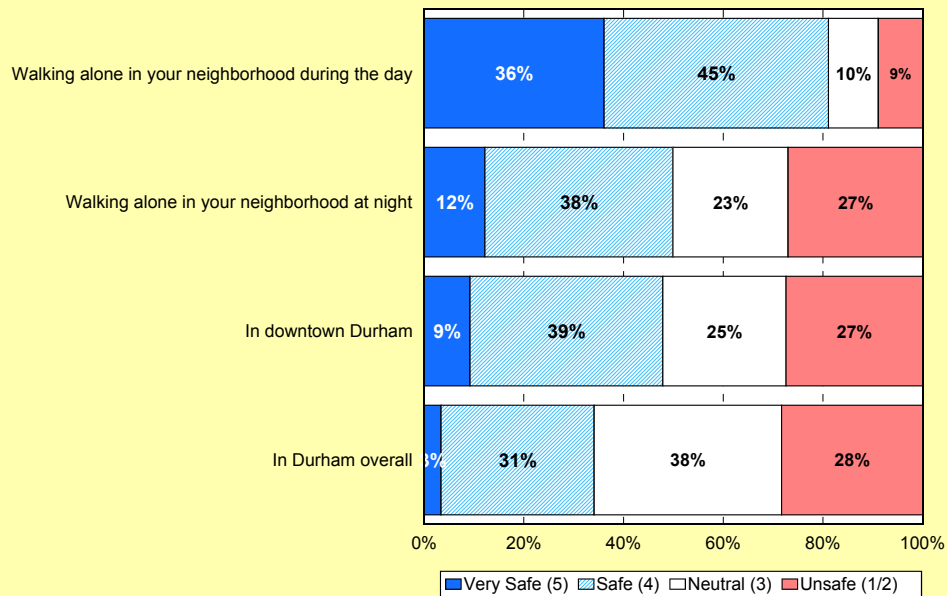
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Overall Feeling of Safety

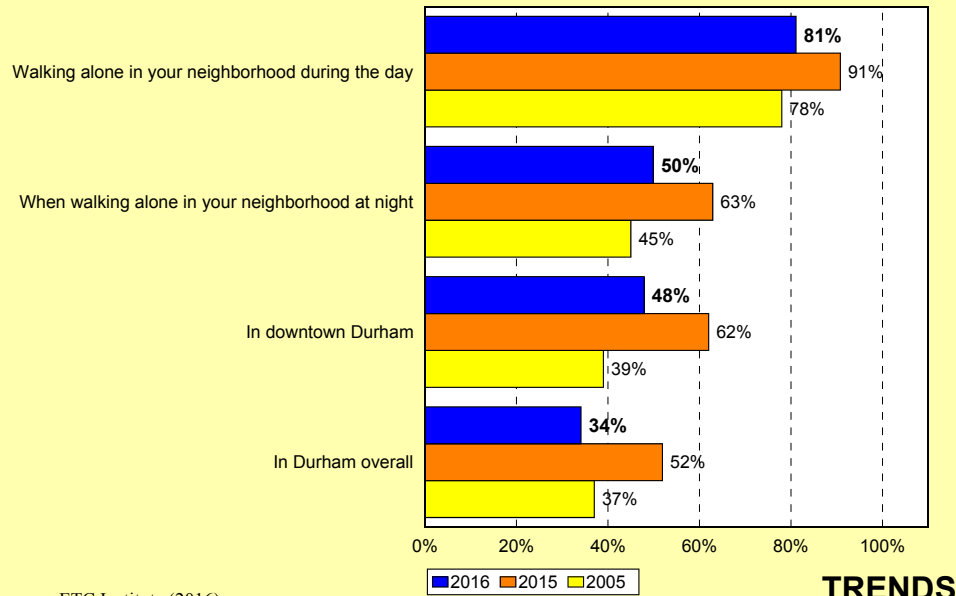
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

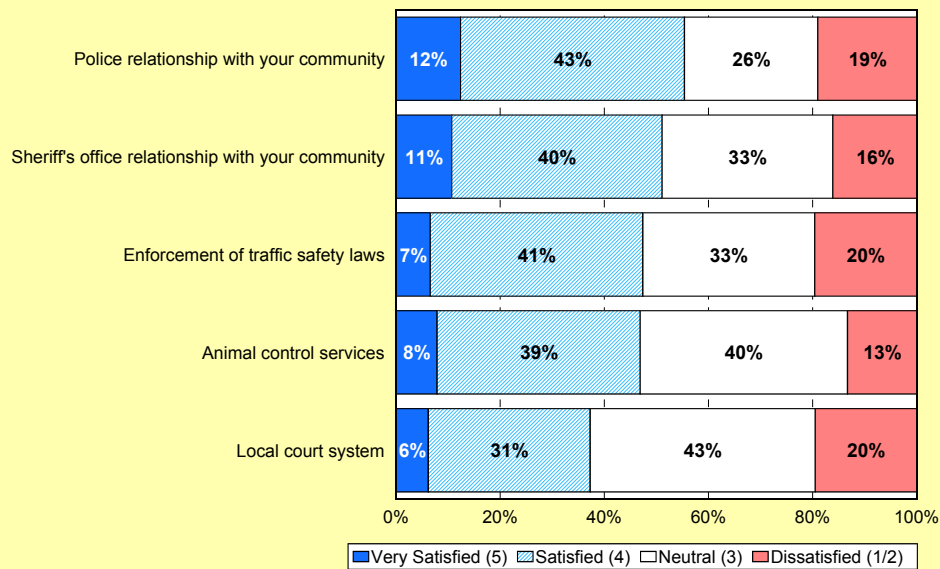
Overall Feeling of Safety 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale



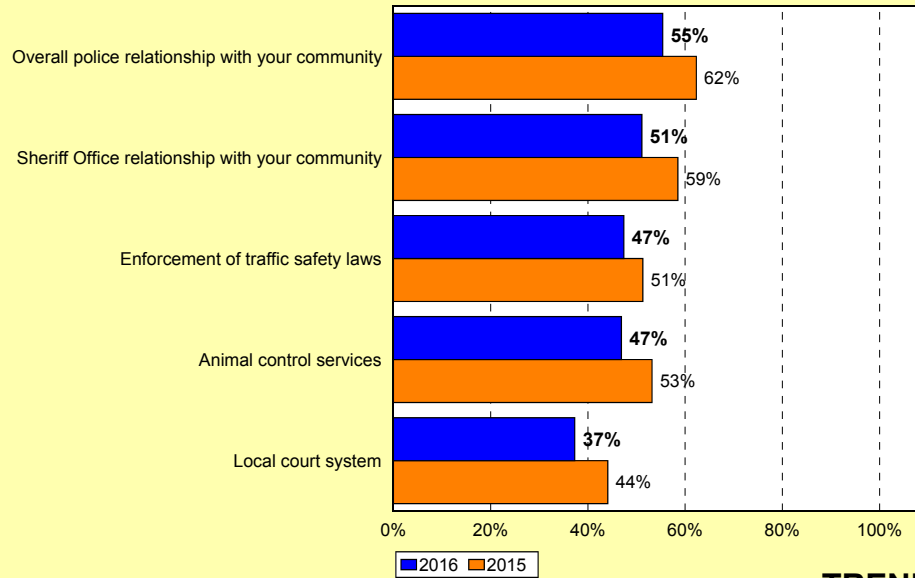
Overall Satisfaction with Law Enforcement and Criminal Justice

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Overall Satisfaction with Law Enforcement and Criminal Justice - 2016 vs. 2015

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

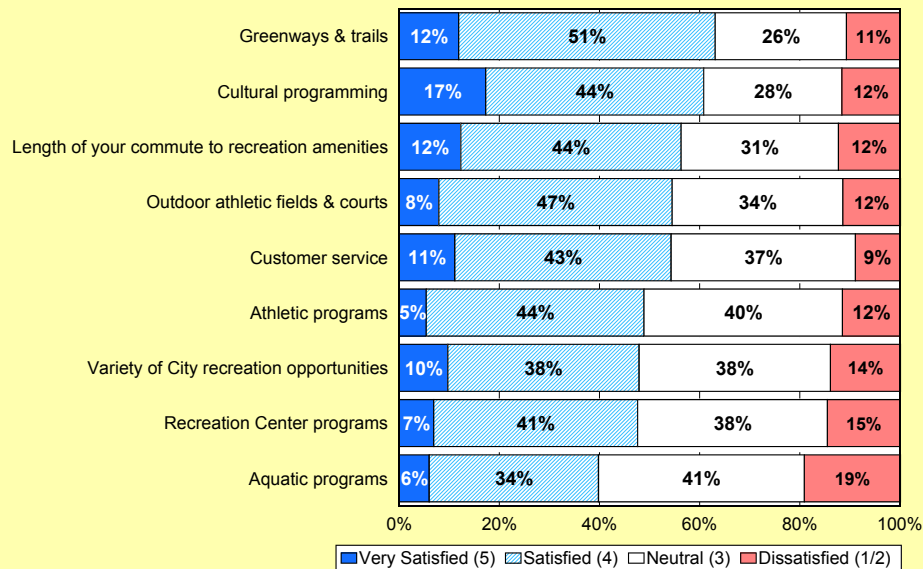


Source: ETC Institute (2016)

TRENDS

Satisfaction with Various Aspects of Parks, Recreation and Open Spaces

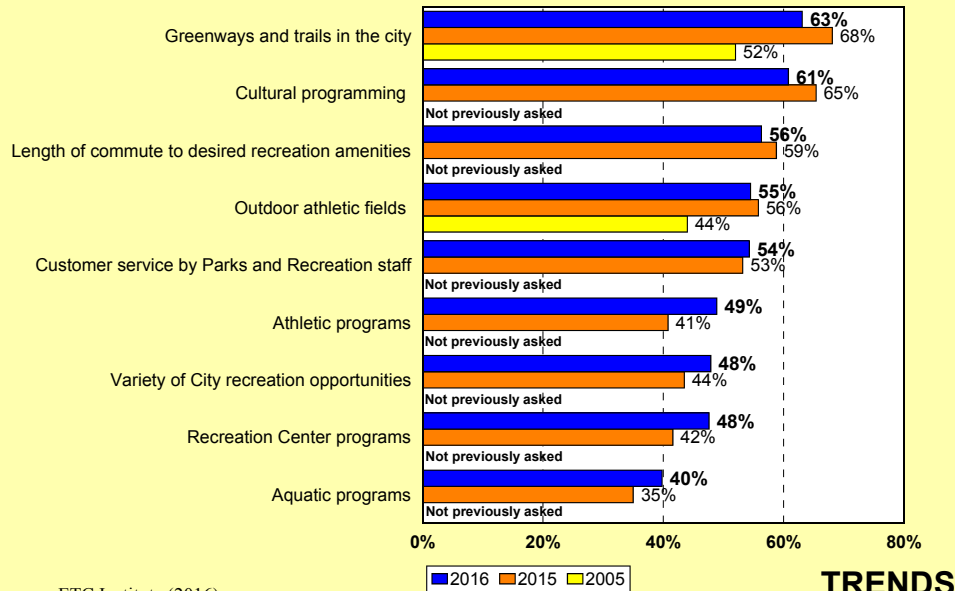
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

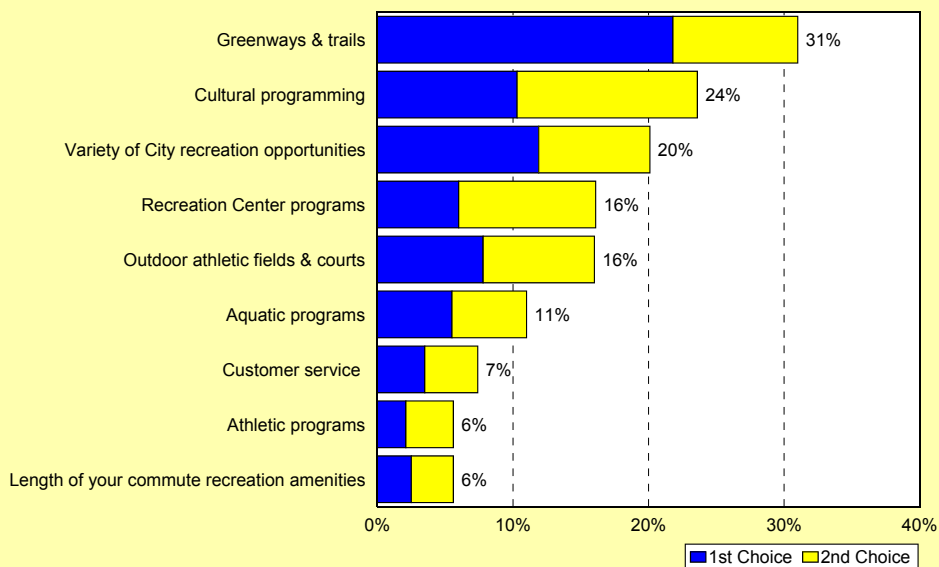
Overall Satisfaction with Parks, Recreation, and Open Space - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale



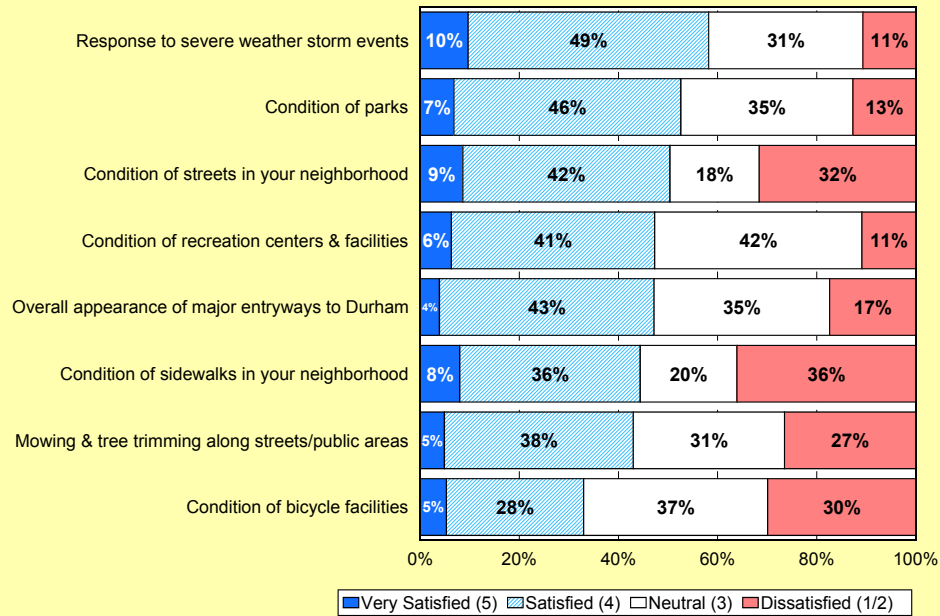
Parks, Recreation and Open Space Items that Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



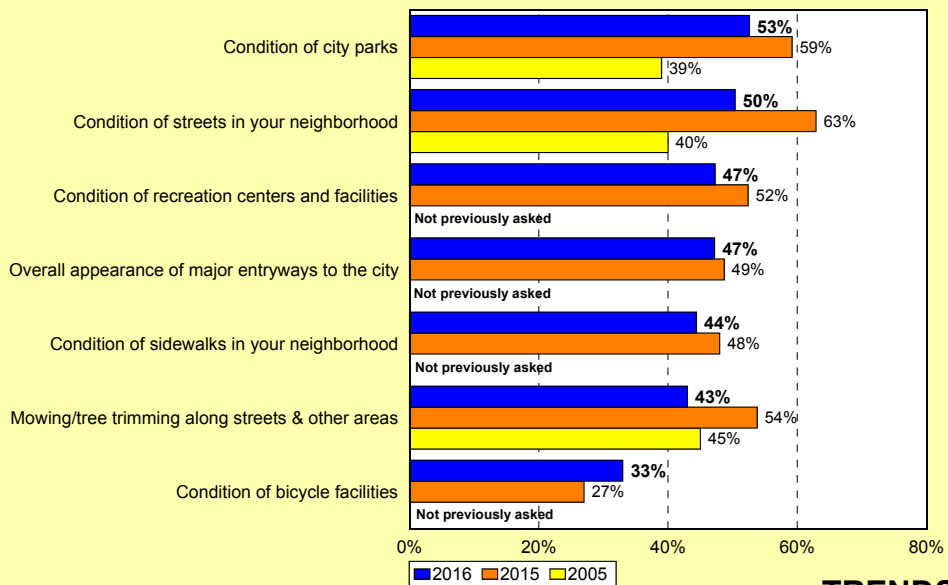
Overall Satisfaction with Maintenance

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Overall Satisfaction with City Maintenance - 2015 vs. 2013 vs. 2005

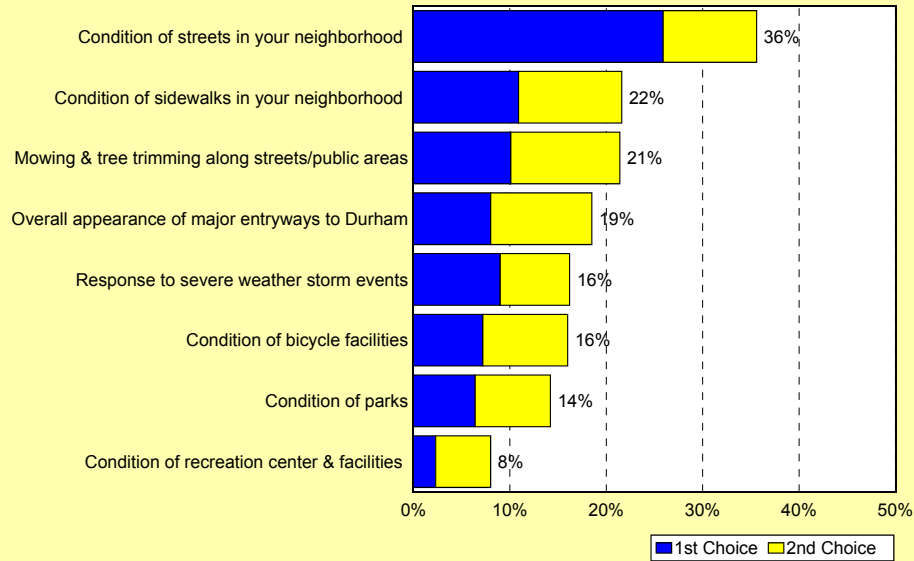
by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale



TRENDS

Maintenance Services that Should Receive the Most Emphasis Over the Next Two Years

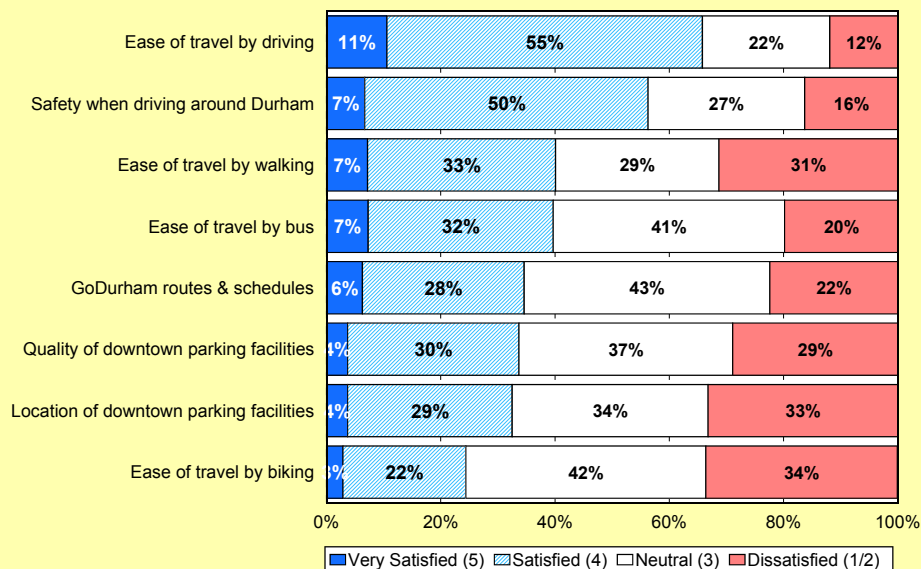
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

Satisfaction with Multi-Modal Transportation in Durham

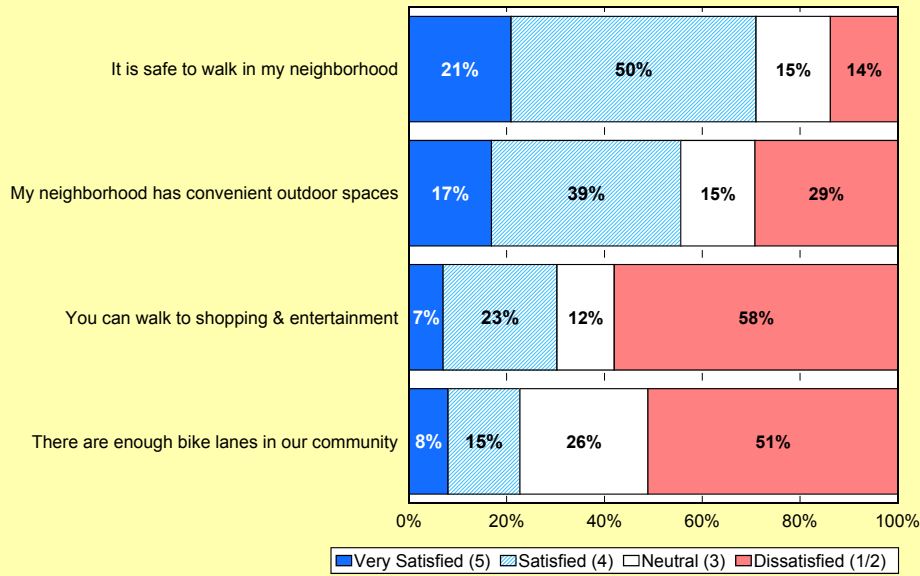
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Level of Agreement with Various Statements Regarding Multi-Modal Transportation

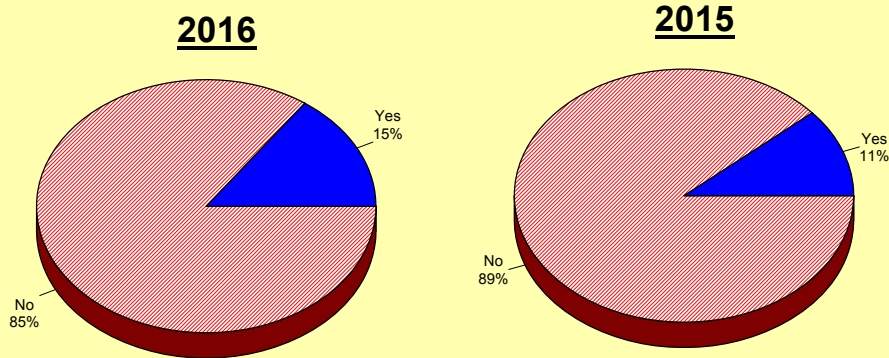
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Have You Used GoDurham/Bull City Connector during the past year?

by percentage of respondents

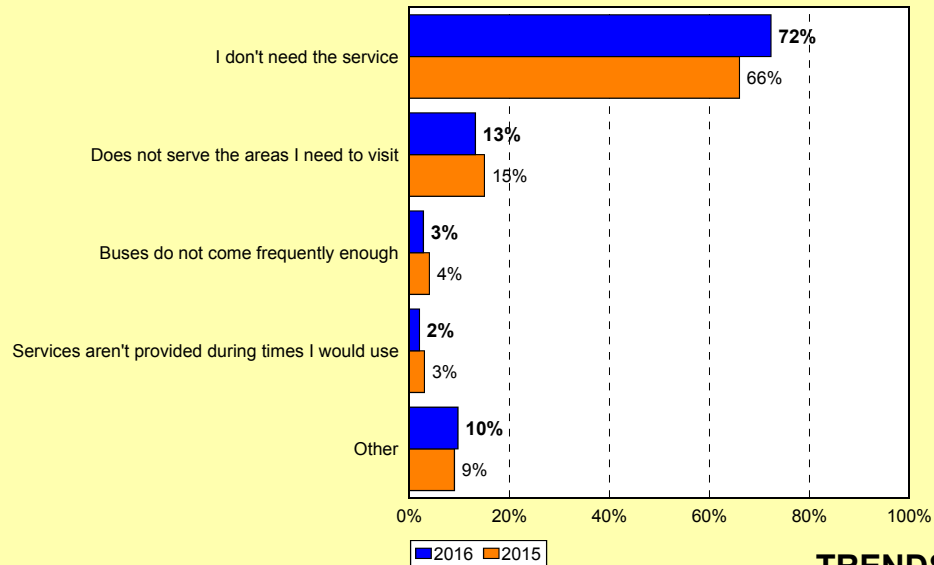


Source: ETC Institute (2016)

TRENDS

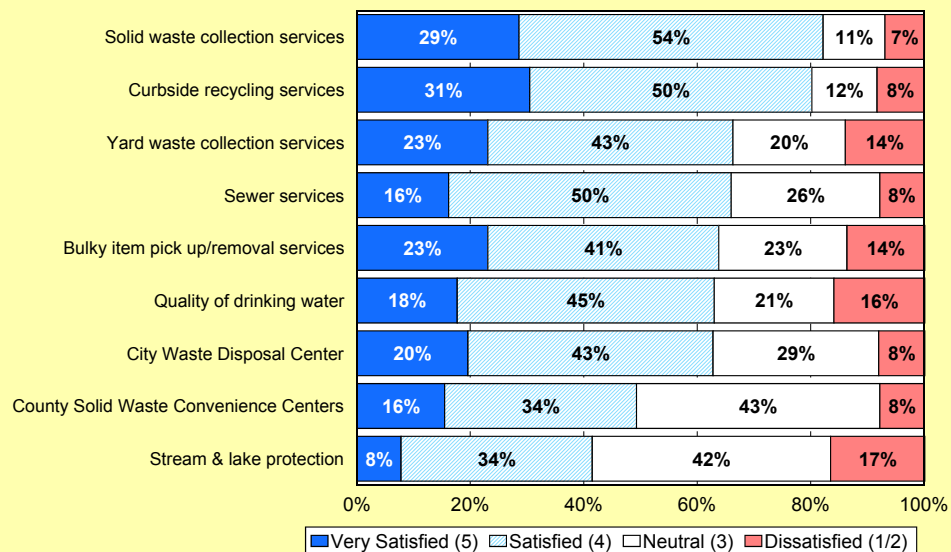
Reasons for not Using Go Durham/Bull City Connector During the Past year - 2016 vs 2015

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale, and who had not used the service in the past year



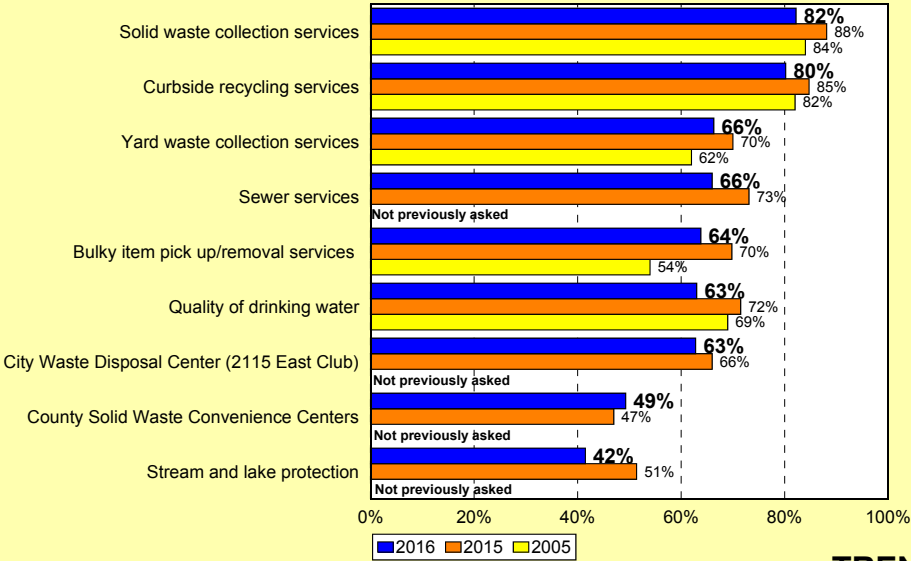
Overall Satisfaction with Solid Waste and Utility Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Overall Satisfaction with Solid Waste and Utility Services - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

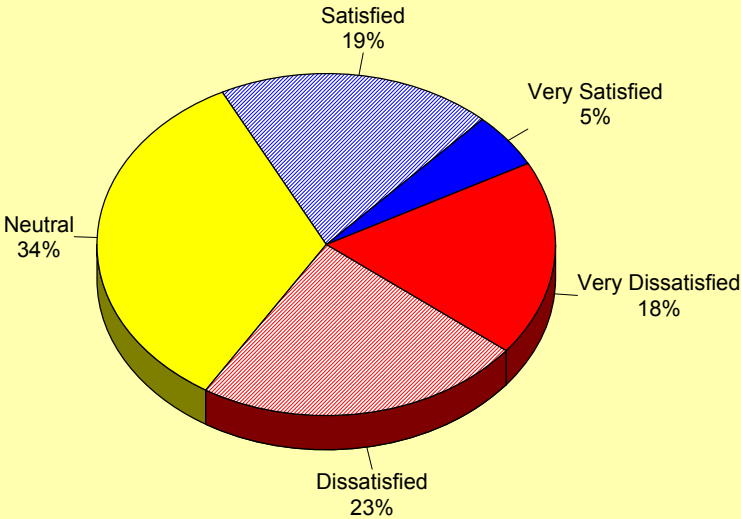


Source: ETC Institute (2016)

TRENDS

How Satisfied Are You With the Availability of Affordable Housing

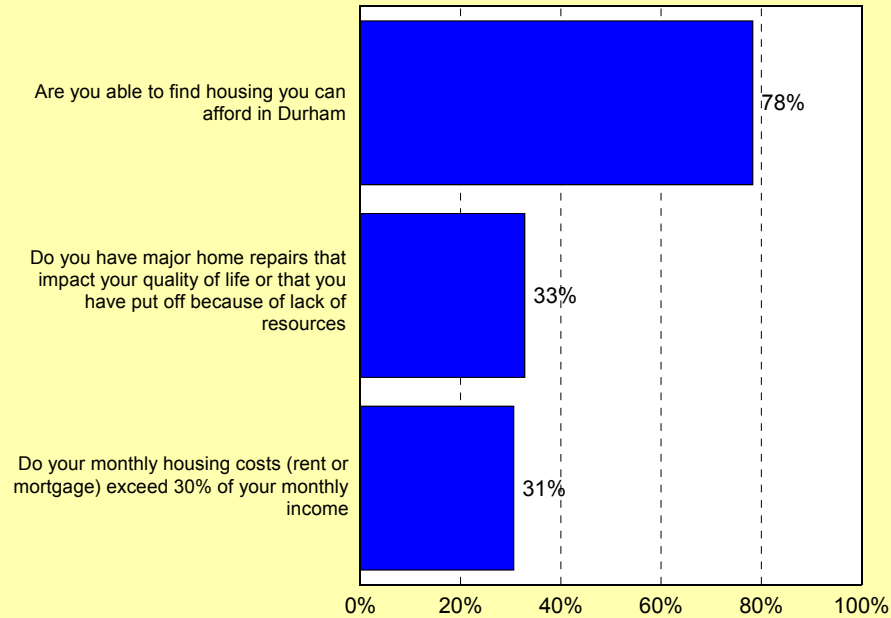
by percentage of respondents (Excluding N/A)



Source: ETC Institute (2016)

Housing Questions

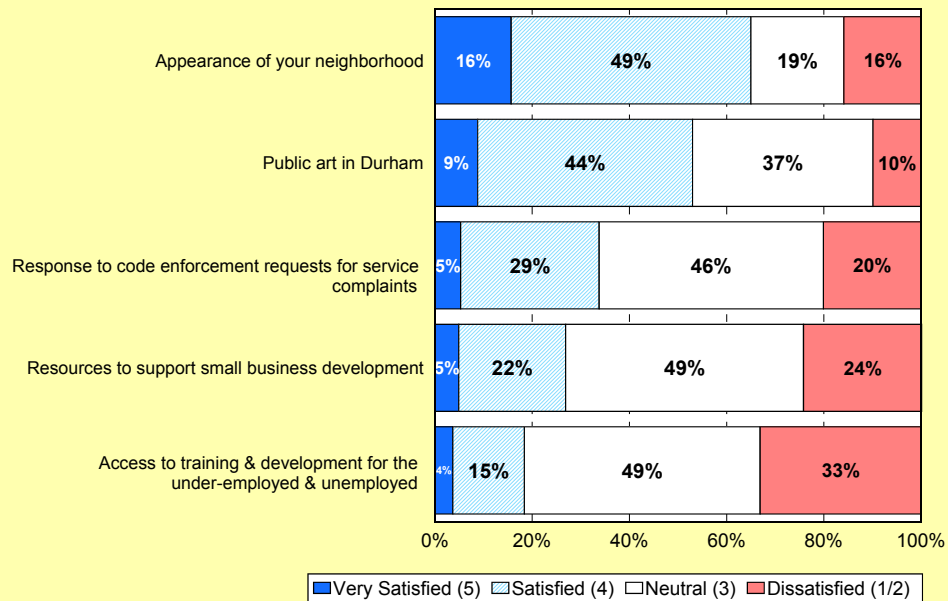
by percentage of respondents who answered "Yes"



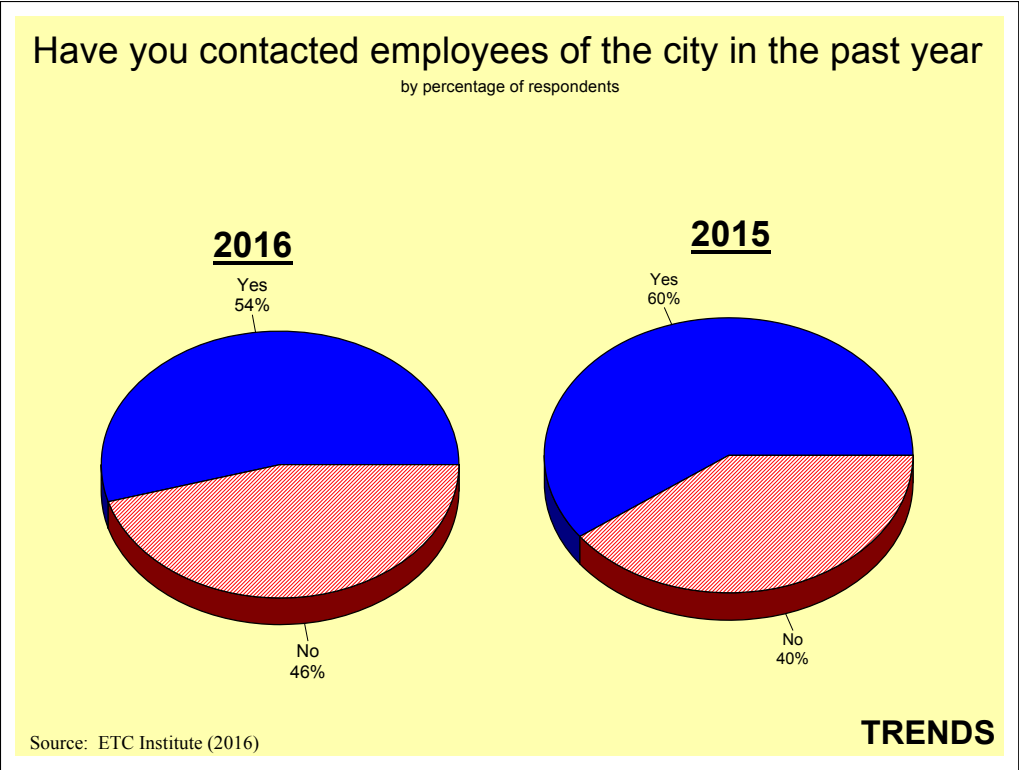
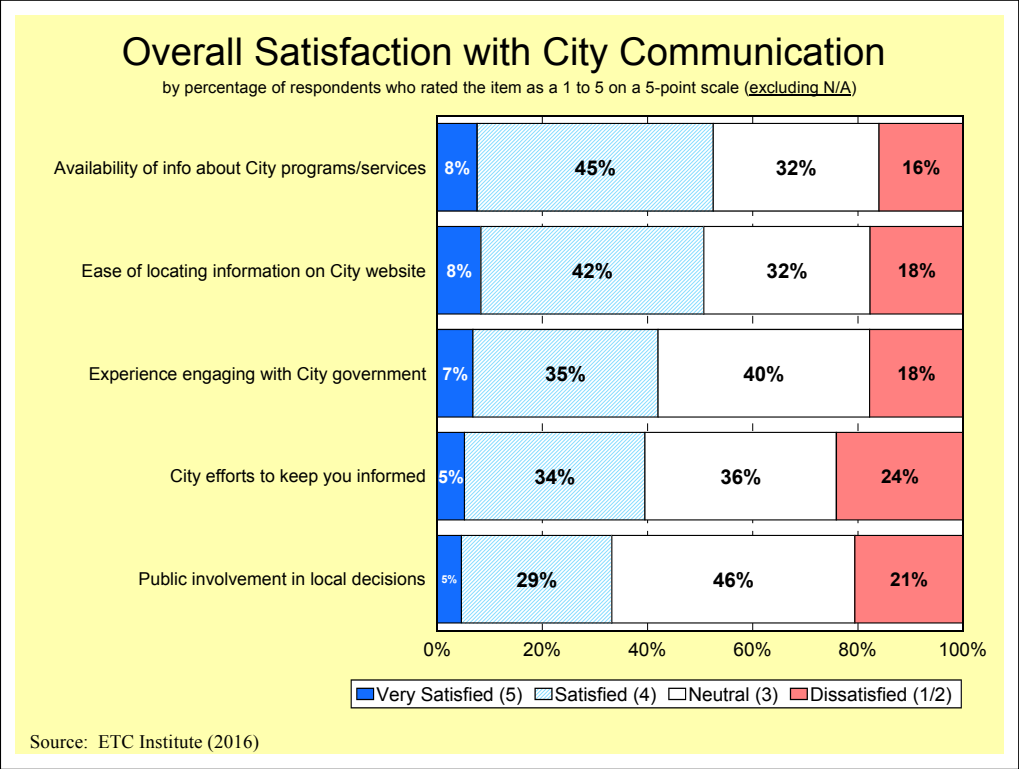
Source: ETC Institute (2016)

Overall Satisfaction with Economic Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)

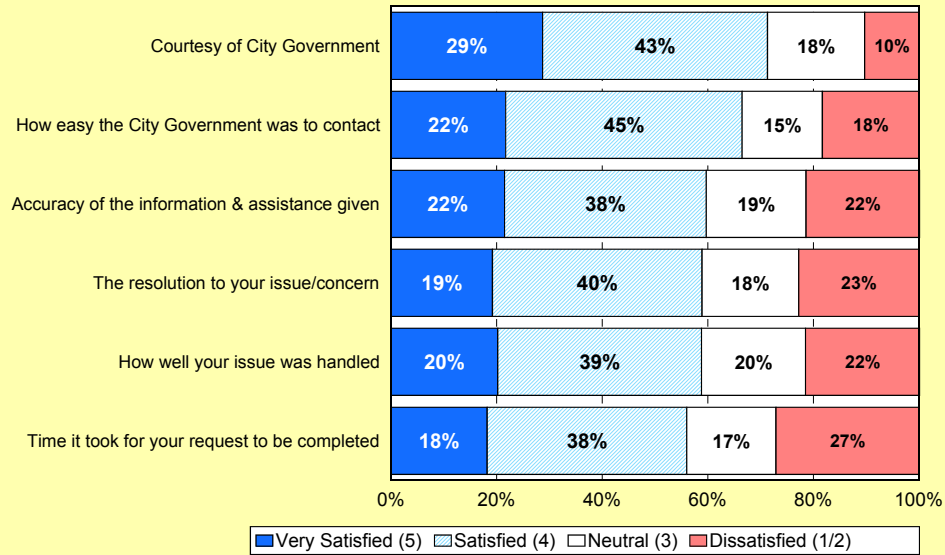


Source: ETC Institute (2016)



Overall Satisfaction with Your Experience Interacting with the City of Durham

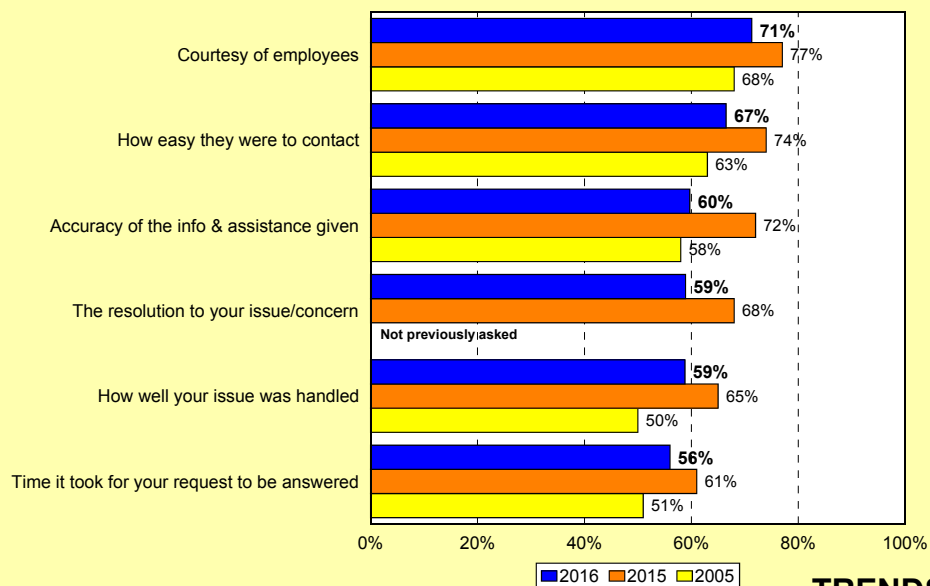
by percentage of respondents who contacted the City within the past year and rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Overall Satisfaction with Your Experience Interacting with the City of Durham - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

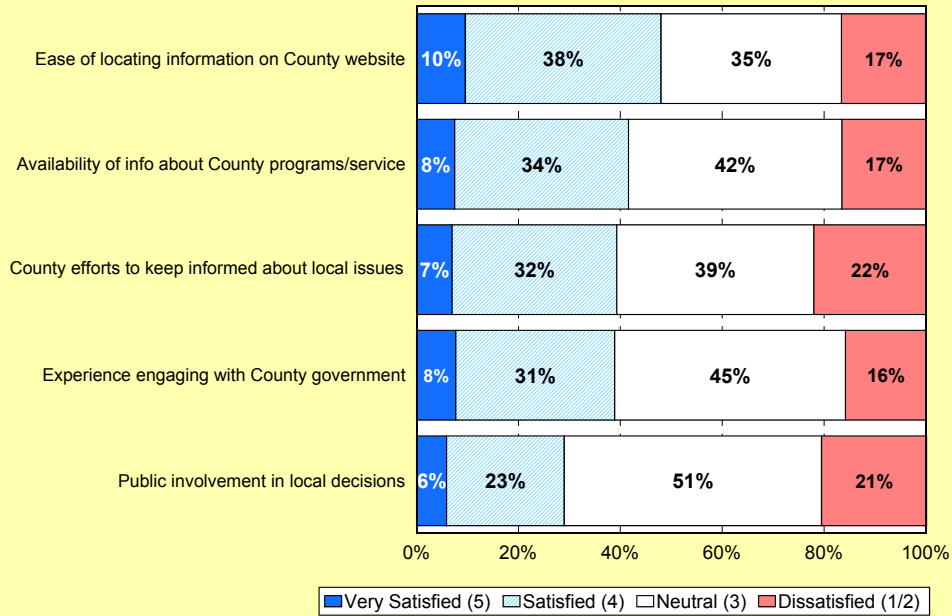


Source: ETC Institute (2016)

TRENDS

Overall Satisfaction with County Communication

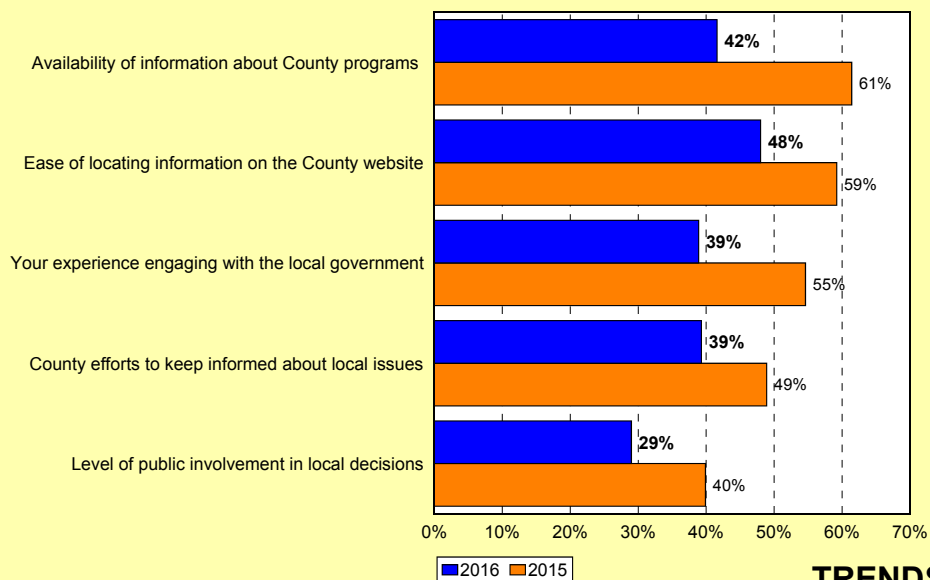
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Overall Satisfaction with County Communication - 2016 vs. 2015 vs. 2005

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

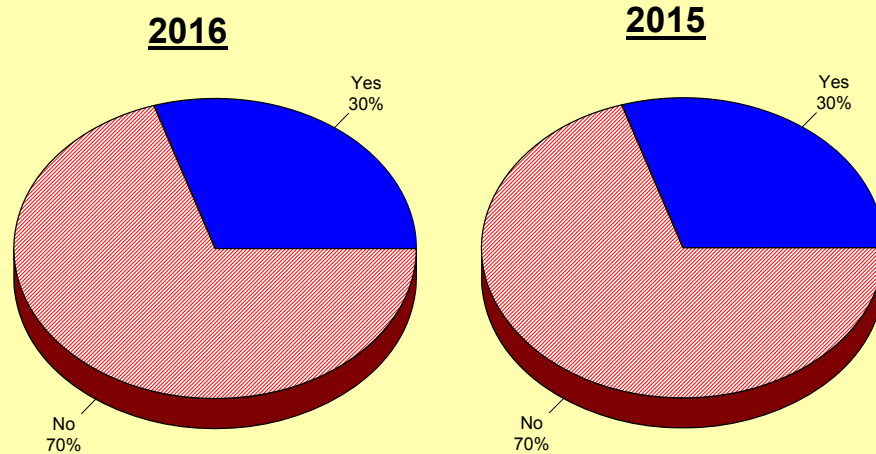


Source: ETC Institute (2016)

TRENDS

Have you contacted employees of the county in the past year

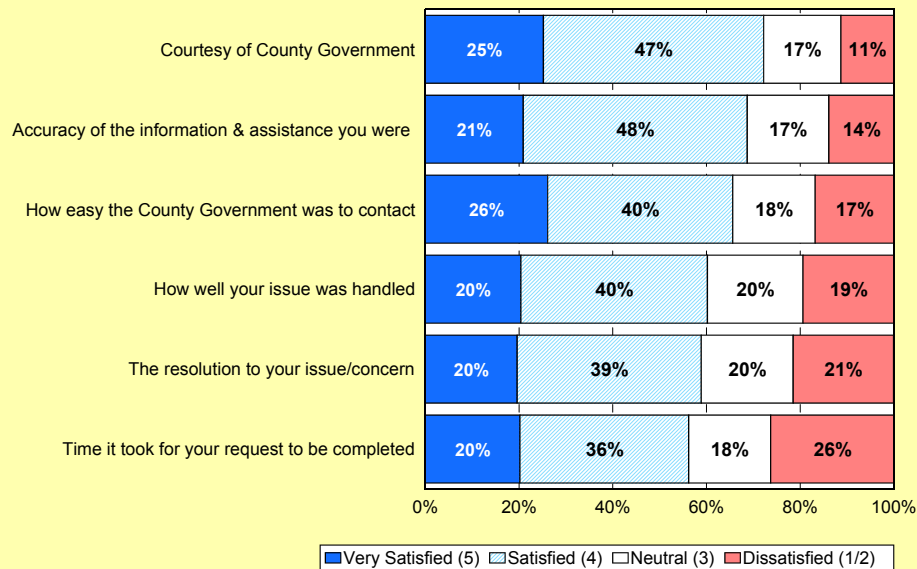
by percentage of respondents



Source: ETC Institute (2016)

Overall Satisfaction with Your Experience Interacting with the County Government

by percentage of respondents who contacted the County in the past year and rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

Overall Satisfaction with Your Experience Interacting with the County Government - 2015 vs. 2013 vs. 2011

by percentage of respondents who rated the item as a 5 or 4 on a 5-point scale

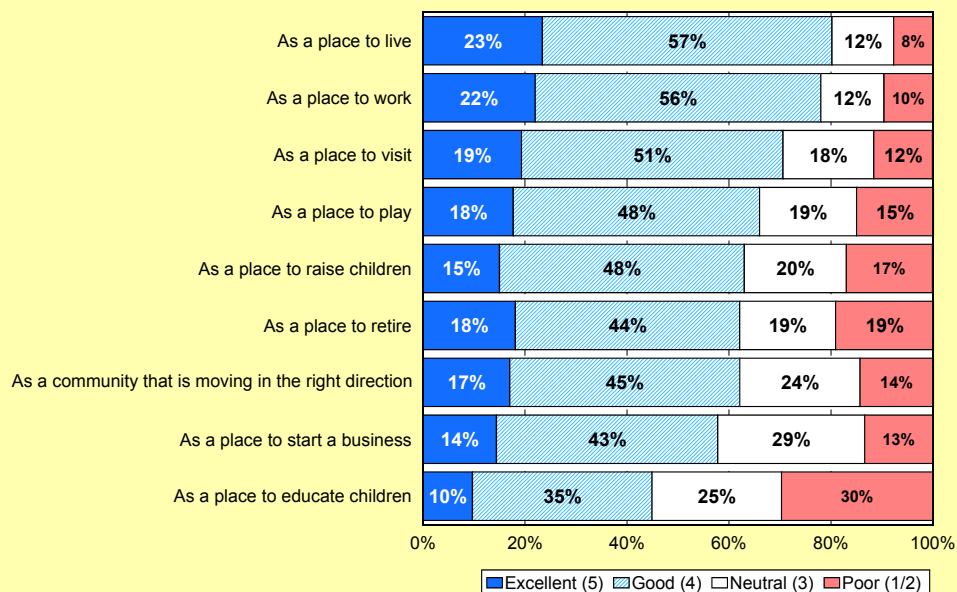


Source: ETC Institute (2016)

TRENDS

Overall Ratings of the Community

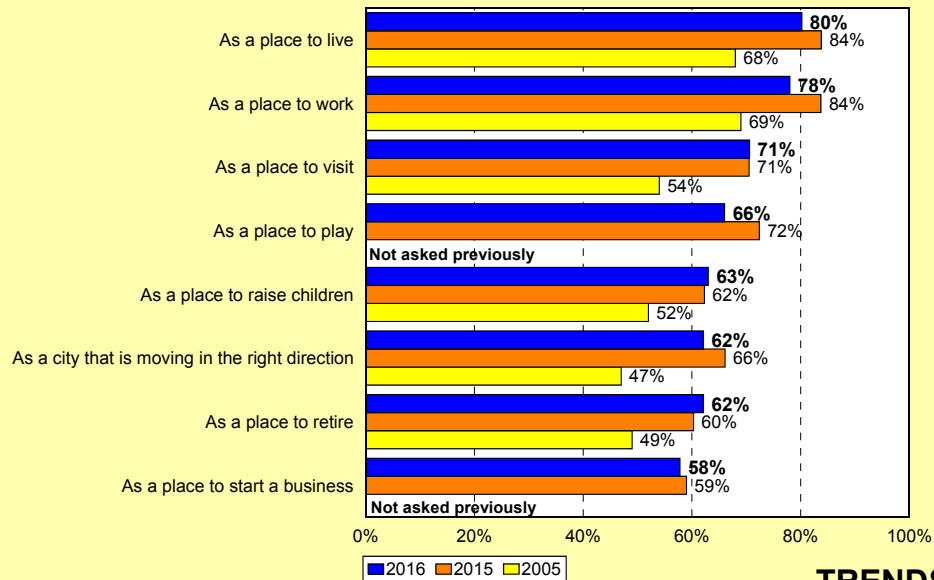
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding N/A)



Source: ETC Institute (2016)

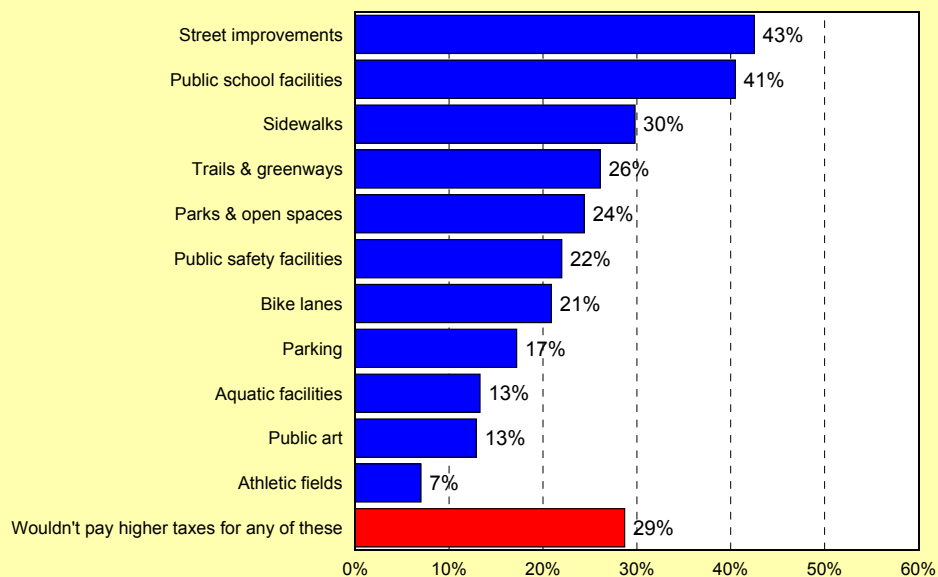
Overall Ratings of the Community - 2016 vs. 2015 vs. 2005

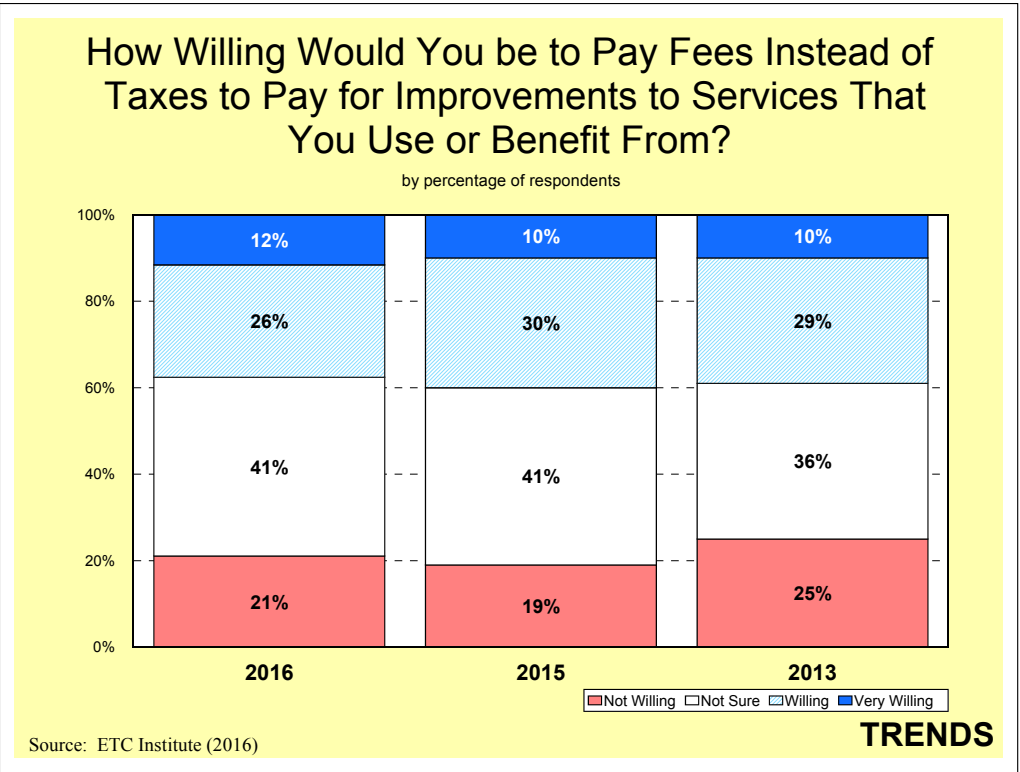
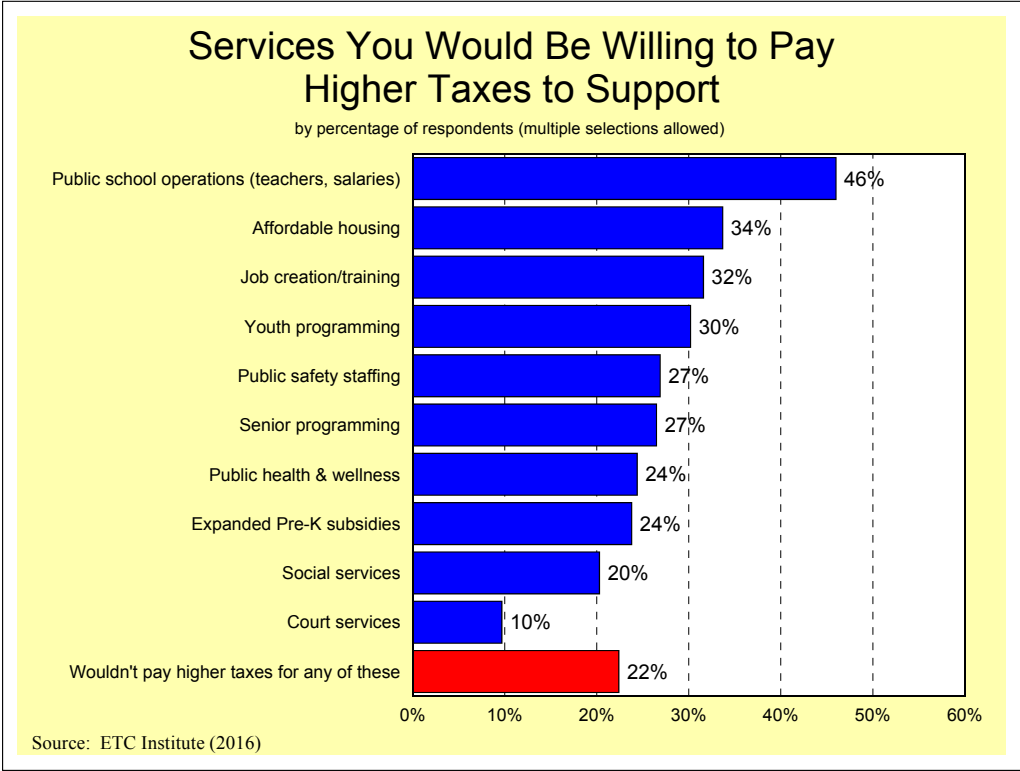
by percentage of respondents who rated the City as either "Excellent" or "Good" (excluding don't knows)



Capital Projects You Would Be Willing to Pay Higher Taxes to Support

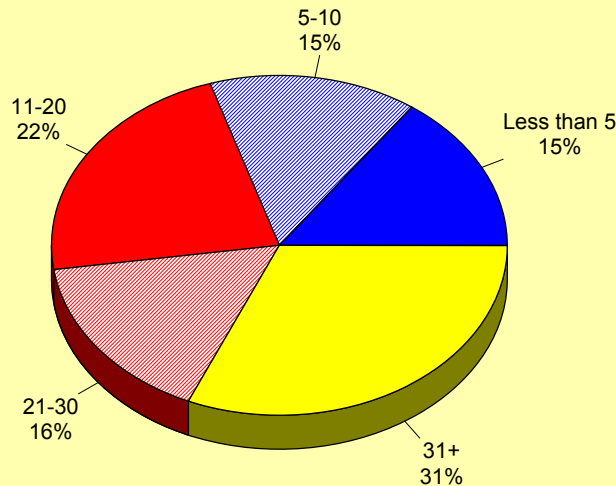
by percentage of respondents (multiple selections allowed)





Demographics: Number of Years Respondents Have Lived in Durham

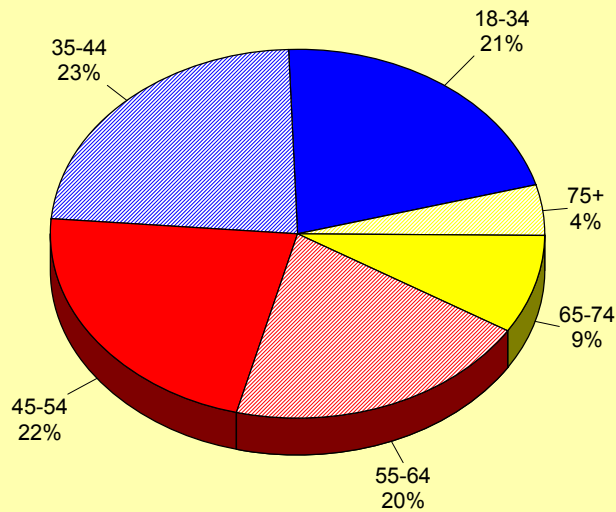
by percentage of respondents



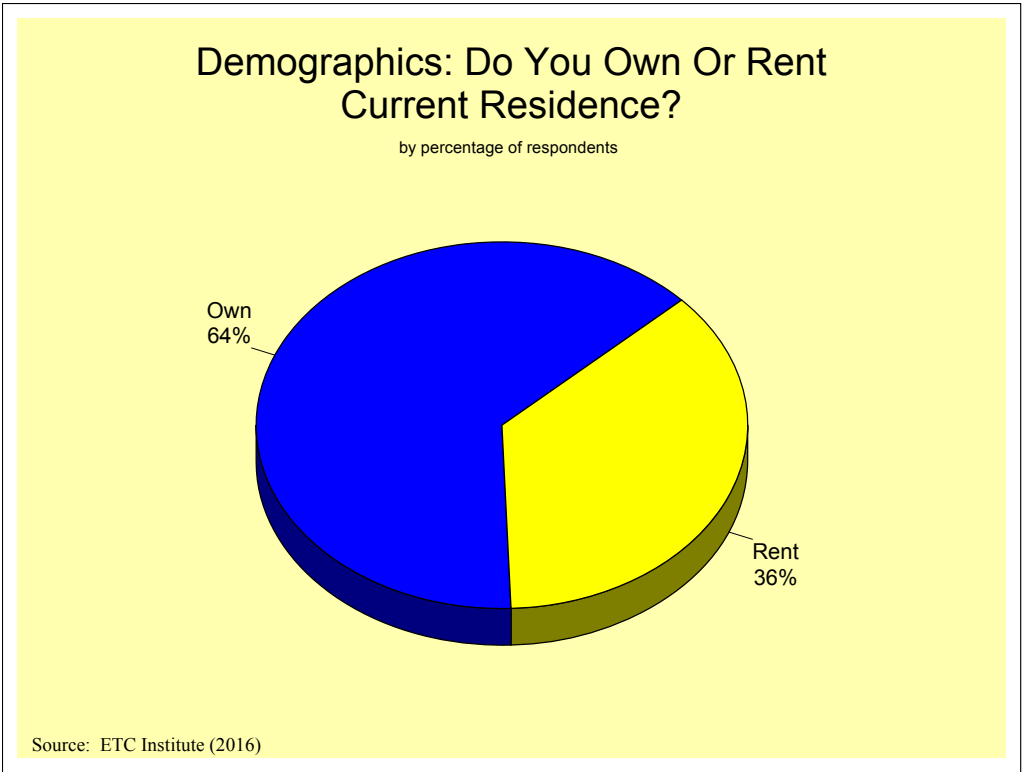
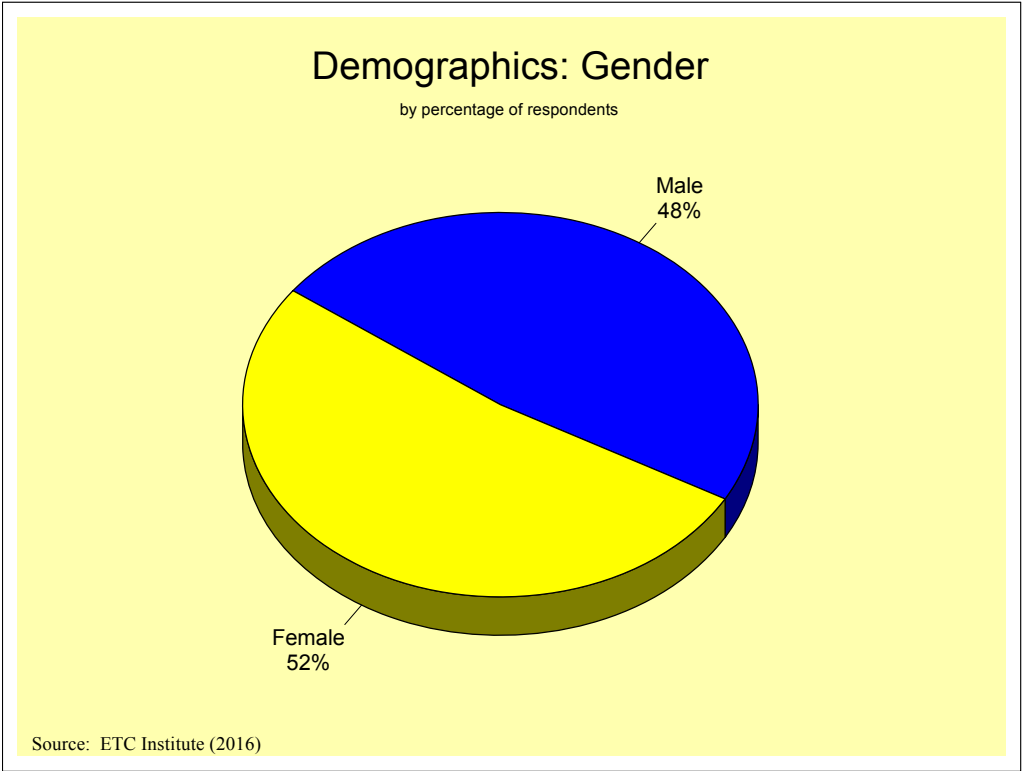
Source: ETC Institute (2016)

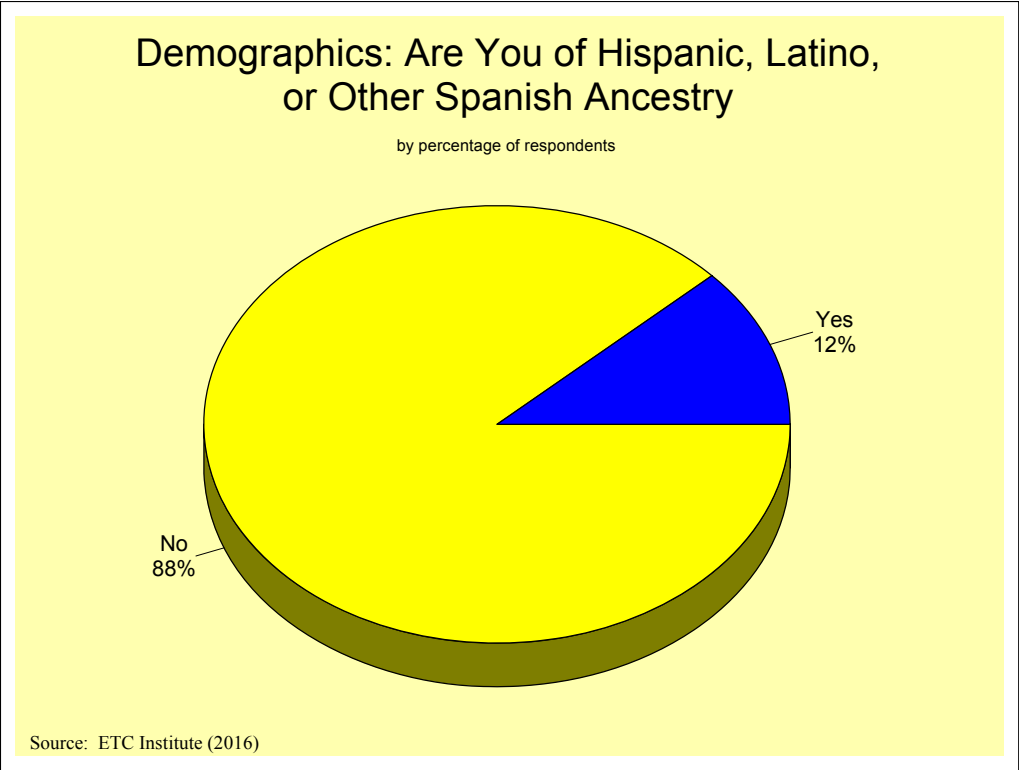
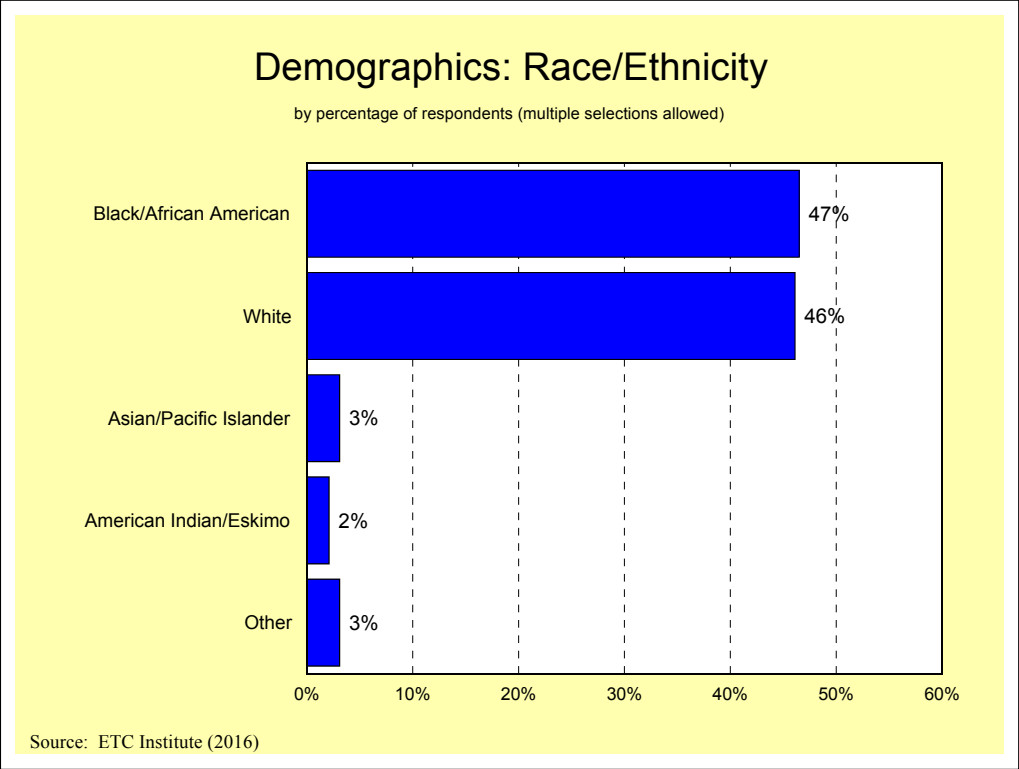
Demographics: Age of Respondents

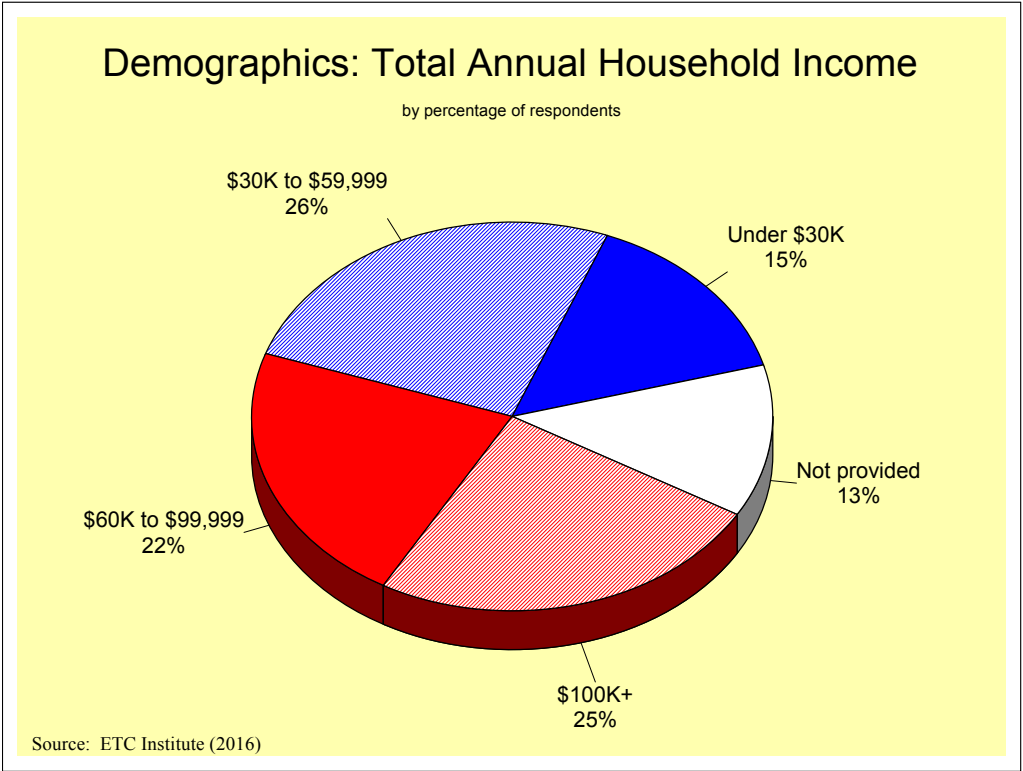
by percentage of respondents



Source: ETC Institute (2016)







Section 2

Importance Satisfaction Analysis

Importance-Satisfaction Analysis

City of Durham, North Carolina

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of county and city services they thought should receive the most emphasis over the next two years. Forty-three percent (42%) of respondents selected *public schools* as one of the most important services for the city to provide.

With regard to satisfaction, 37% of respondents surveyed rated the City's overall performance regarding *public schools* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *public schools* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 42% was multiplied by 63% (1-0.37). This calculation yielded an I-S rating of 0.2619 which ranked first out of 24 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important

areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Durham are provided on the following pages.

2016 Importance-Satisfaction Rating

City of Durham

Major Categories of City and County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Public schools	42%	2	37%	19	0.2619	1
Maintenance of City streets	34%	3	29%	24	0.2389	2
High Priority (IS .10-.20)						
Police protection	41%	1	60%	8	0.1620	3
Traffic flow in Durham	21%	4	30%	23	0.1485	4
Medium Priority (IS <.10)						
Bicycle facilities	11%	5	36%	20	0.0712	5
Pedestrian facilities	10%	6	34%	22	0.0676	6
Public transit system	9%	7	39%	18	0.0554	7
Durham County Department of Social Services	7%	11	42%	17	0.0405	8
Effectiveness of communication	8%	9	49%	14	0.0400	9
Sheriff protection	8%	8	57%	10	0.0342	10
Enforcement of codes/ordinances	5%	13	43%	16	0.0300	11
Parks & recreation programs	7%	10	64%	6	0.0268	12
Water & sewer utilities	7%	12	62%	7	0.0250	13
Tax Administration services	5%	15	45%	15	0.0248	14
Charter schools	4%	17	35%	21	0.0240	15
Customer service - City employees	5%	14	58%	9	0.0196	16
Public Health services	3%	19	51%	12	0.0127	17
Library services & programs	4%	16	78%	2	0.0084	18
Response time - EMS services	3%	18	77%	5	0.0065	19
Customer service - County employees	1%	23	57%	11	0.0052	20
Private schools	1%	24	51%	13	0.0049	21
Response time - fire services	2%	21	78%	4	0.0040	22
Fire protection & rescue services	2%	20	84%	1	0.0038	23
EMS services	2%	22	78%	3	0.0035	24

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding "don't knows." Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being Very Satisfied and "4" being Very Dissatisfied.

© 2017 DirectionFinder by ETC Institute

2016 Importance-Satisfaction Rating

City of Durham

Parks, Recreation, and Open Space

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Greenways & trails	31%	1	63%	1	0.1144	1
Variety of City recreation opportunities	20%	3	48%	7	0.1047	2
Medium Priority (IS <.10)						
Cultural programming	24%	2	61%	2	0.0925	3
Recreation Center programs	16%	4	48%	8	0.0844	4
Outdoor athletic fields & courts	16%	5	55%	4	0.0728	5
Aquatic programs	11%	6	40%	9	0.0662	6
Customer service provided by City's Parks & Recreation staff	7%	7	54%	5	0.0338	7
Athletic programs	6%	8	49%	6	0.0286	8
Length of your commute to your desired recreation amenities	6%	9	56%	3	0.0245	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being Very Satisfied and "4" being Very Dissatisfied.

© 2017 DirectionFinder by ETC Institute

2016 Importance-Satisfaction Rating

City of Durham

City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	36%	1	50%	3	0.1766	1
Mowing & tree trimming along streets & other public areas	21%	3	43%	7	0.1220	2
Condition of sidewalks in your neighborhood	22%	2	44%	6	0.1201	3
Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	16%	6	33%	8	0.1072	4
Medium Priority (IS <.10)						
Overall appearance of major entryways to Durham	19%	4	47%	5	0.0977	5
Response to severe weather storm events (i.e. Hurricane Matthew)	16%	5	58%	1	0.0677	6
Condition of parks	14%	7	53%	2	0.0673	7
Condition of recreation center & facilities	8%	8	47%	4	0.0422	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being Very Satisfied and "4" being Very Dissatisfied.

Section 3

Benchmarking Analysis

Benchmarking Summary Report

City of Durham, North Carolina

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 48 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2016 to a random sample of more than 2,000 residents across the United States living in cities with a population of more than 250,000 residents and (2) survey results from 26 large communities (population of more than 200,000 residents) where ETC Institute has administered the *DirectionFinder*® survey between January 2013 and December 2016. The results from individual communities were used as the basis for developing the range of performance. The communities included in the performance comparisons that are shown in this section are listed below:

- Arlington County, VA
- Austin, TX
- Dallas, TX
- Des Moines, IA
- Durham (City), NC
- Durham County, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- King County, WA
- Las Vegas, NV
- Mecklenburg County, NC
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- Reno, NV
- Richmond, VA
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Tempe, AZ
- Tulsa, OK
- Yuma County, AZ

Interpreting the Charts

The **first set** of charts show how the results for City of Durham compare to the national average for large U.S. cities. The blue bar shows the results for City of Durham. The green bar shows the results of a national survey that was administered by ETC Institute to a random

sample of more than 2,000 U.S. residents living in cities with a population of more than 250,000 residents during the fall of 2016.

The **second set** of charts show how the results for City of Durham compare to the range of performance for other large U.S. communities where ETC Institute has administered a *DirectionFinder*® survey since 2013. A total of 26 large U.S. communities were included in this analysis (these communities are listed on the previous page). The Horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing community. The percentage on the right shows the results for the best performing community. The yellow dot shows the results for City of Durham. The green vertical bar shows the average for the 26 large communities.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Durham is not authorized without written consent from ETC Institute.

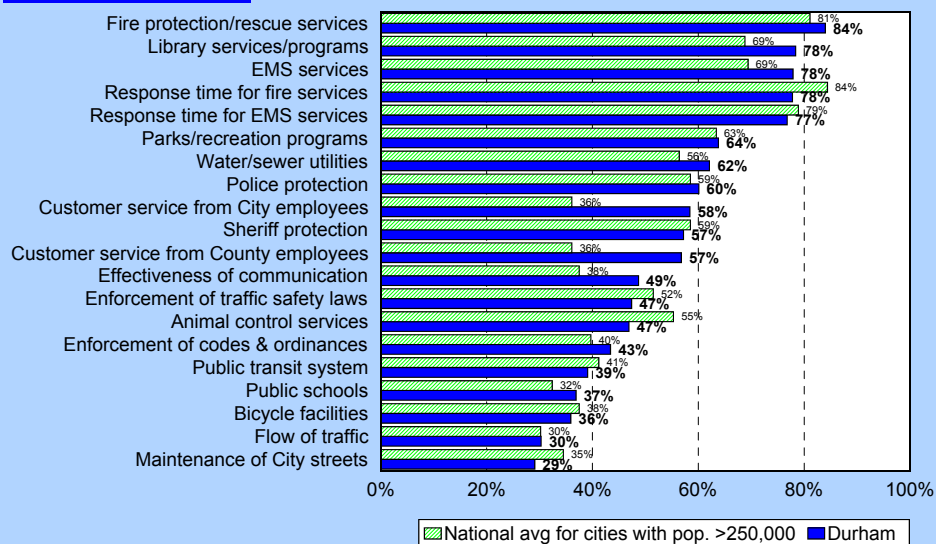
The national averages shown in these charts are based on the results of a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents living in communities with a population of more than 250,000 residents during the fall of 2016.

Satisfaction with Major Categories of Services

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

National Comparisons



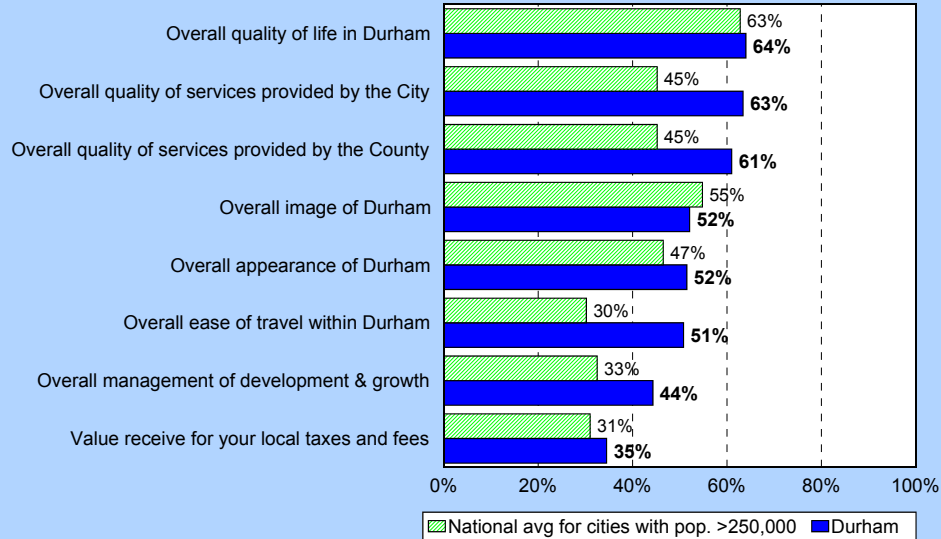
Source: ETC Institute DirectionFinder (2016)

Perceptions of the Community

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



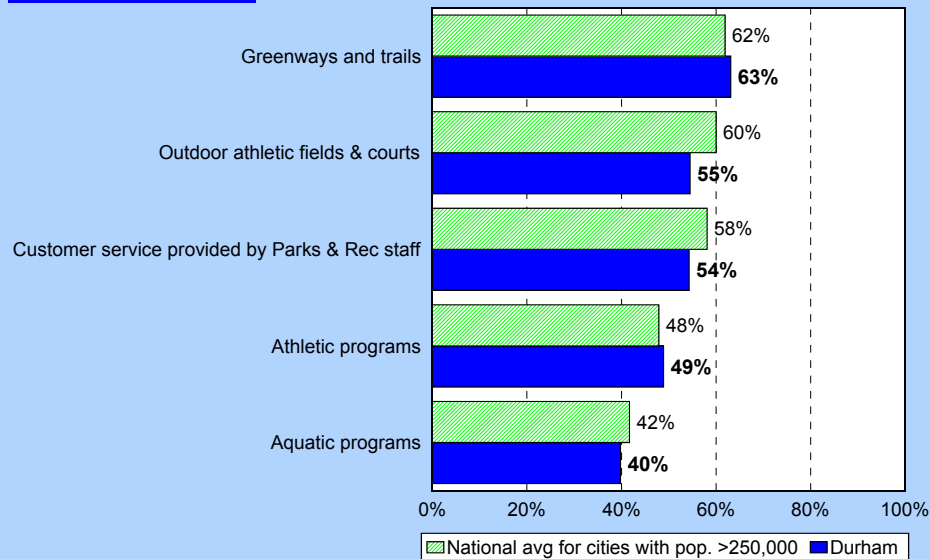
Source: ETC Institute DirectionFinder (2016)

Parks and Recreation

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



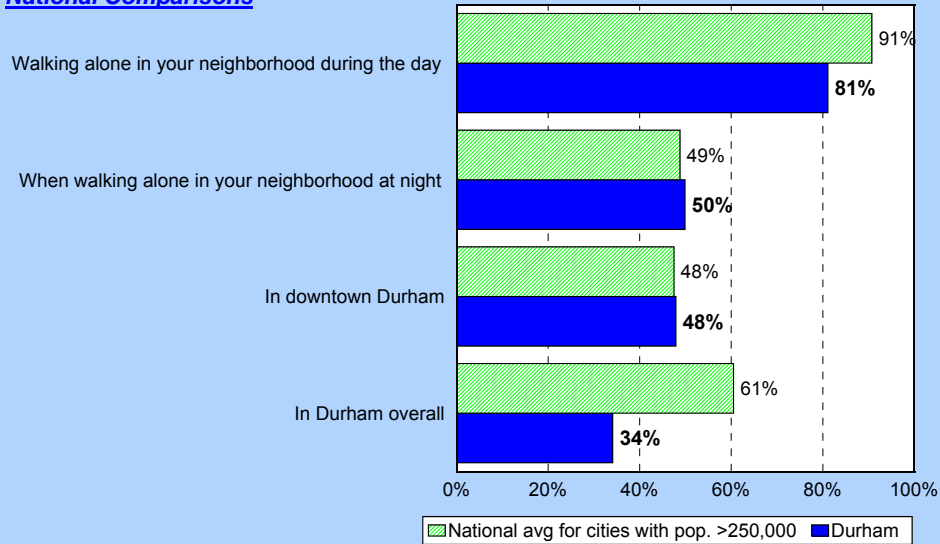
Source: ETC Institute DirectionFinder (2016)

Feeling of Safety in the Community

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very safe"

National Comparisons



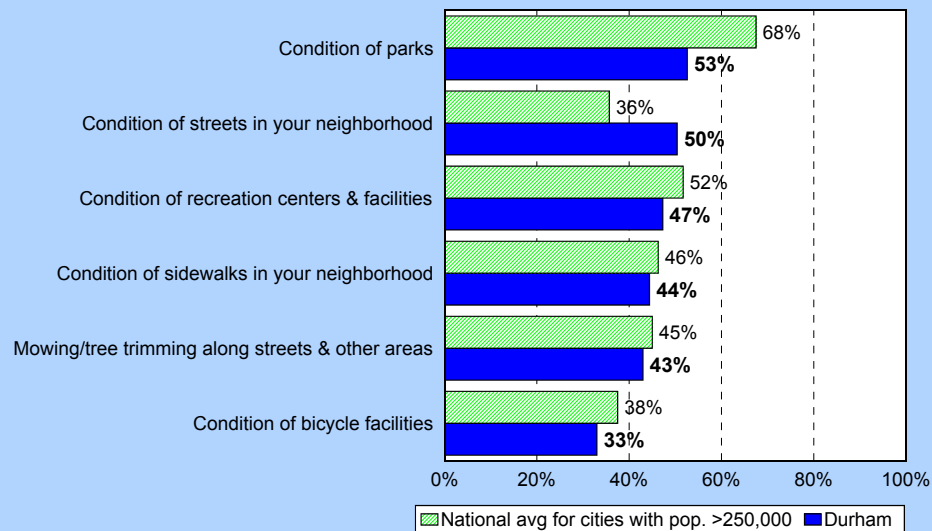
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Maintenance Services

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



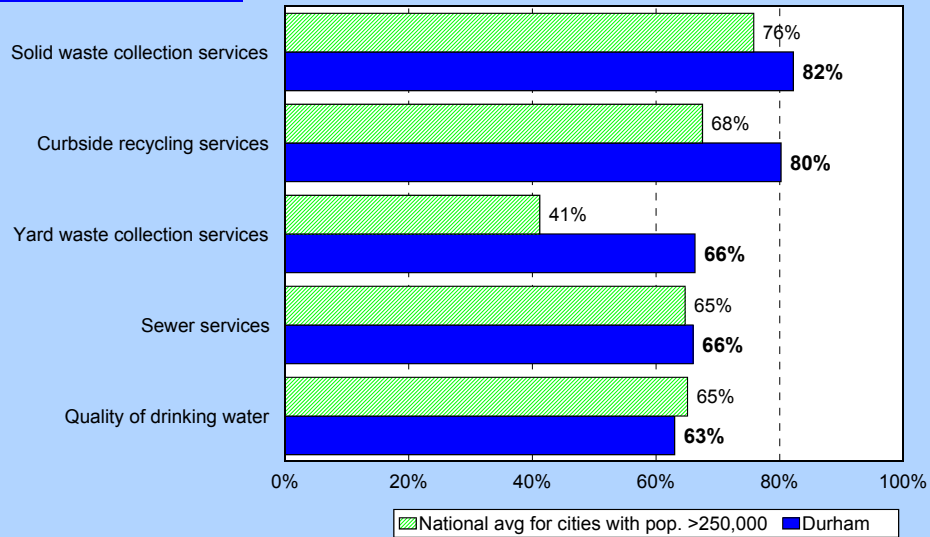
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Utility Services

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



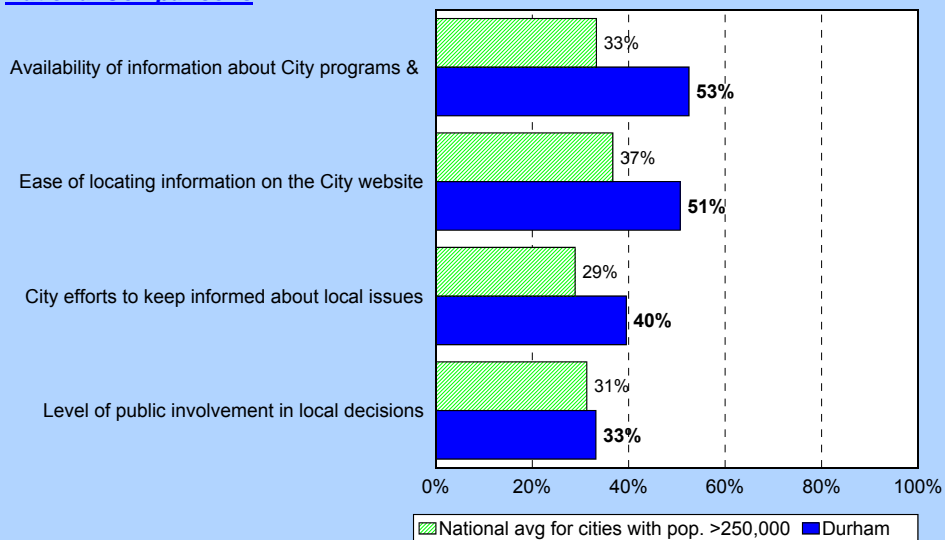
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Communication

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



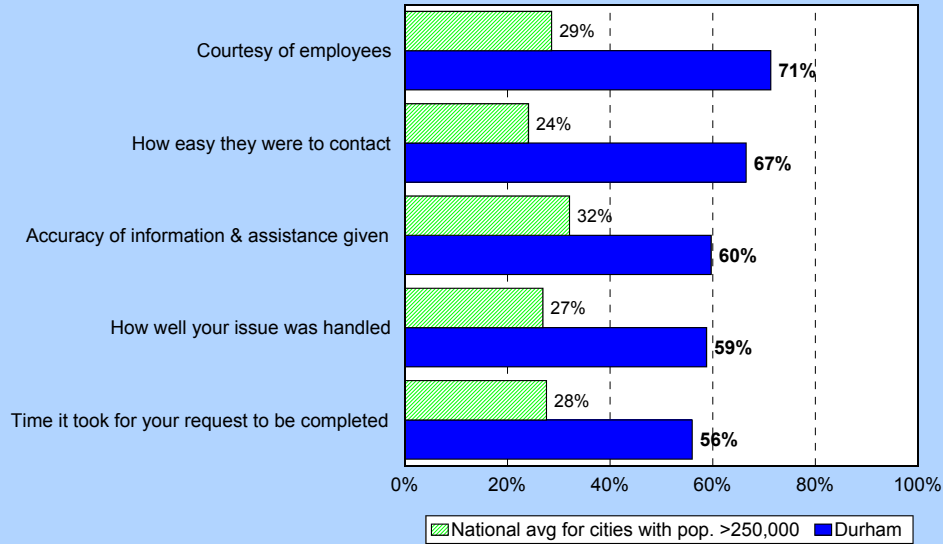
Source: ETC Institute DirectionFinder (2016)

Satisfaction with Customer Service

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



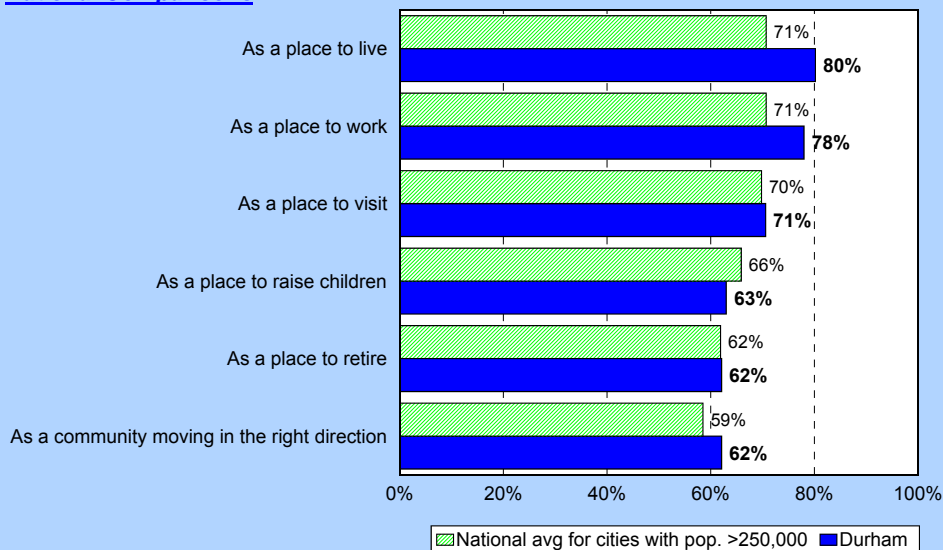
Source: ETC Institute DirectionFinder (2016)

Overall Ratings of the Community

City of Durham vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



Source: ETC Institute DirectionFinder (2016)

Comparison to a Range of Performance

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Durham is not authorized without written consent from ETC Institute.

Benchmarking Communities

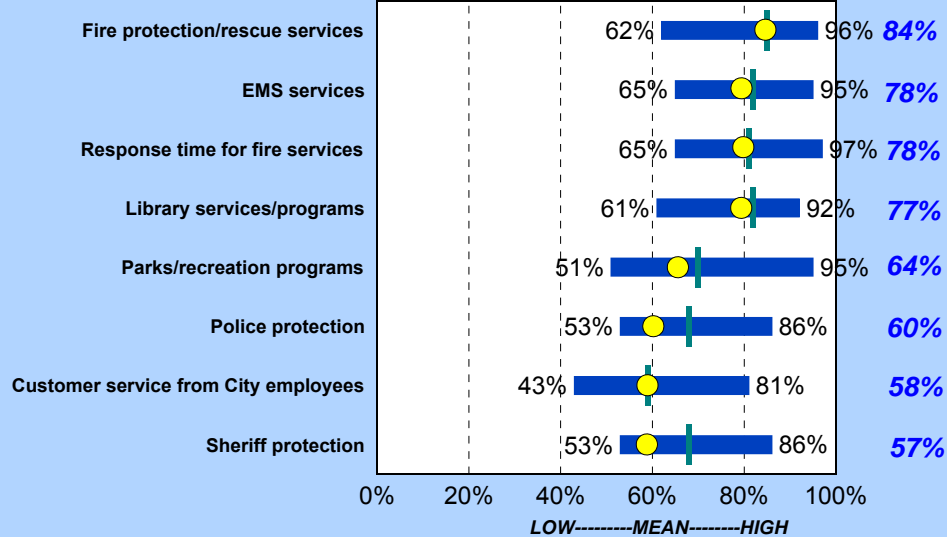
- Arlington County, VA
- Austin, TX
- Dallas, TX
- Des Moines, IA
- Durham (City), NC
- City of Durham, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- King County, WA
- Las Vegas, NV
- Mecklenburg County, NC
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- Reno, NV
- Richmond, VA
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Tempe, AZ
- Tulsa, OK
- Yuma County, AZ

Overall Satisfaction with Major Categories of City Services - 2016

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC



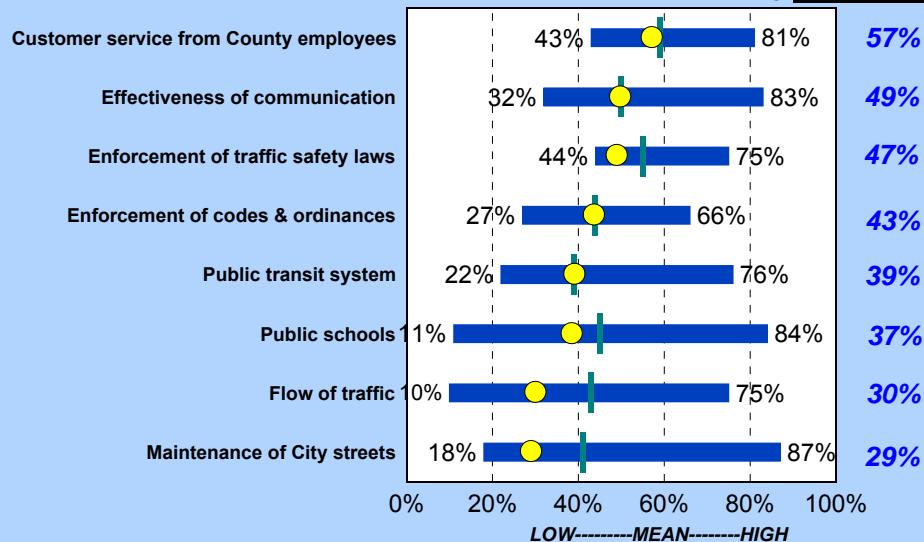
Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction with Major Categories of City Services Continued - 2016

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC



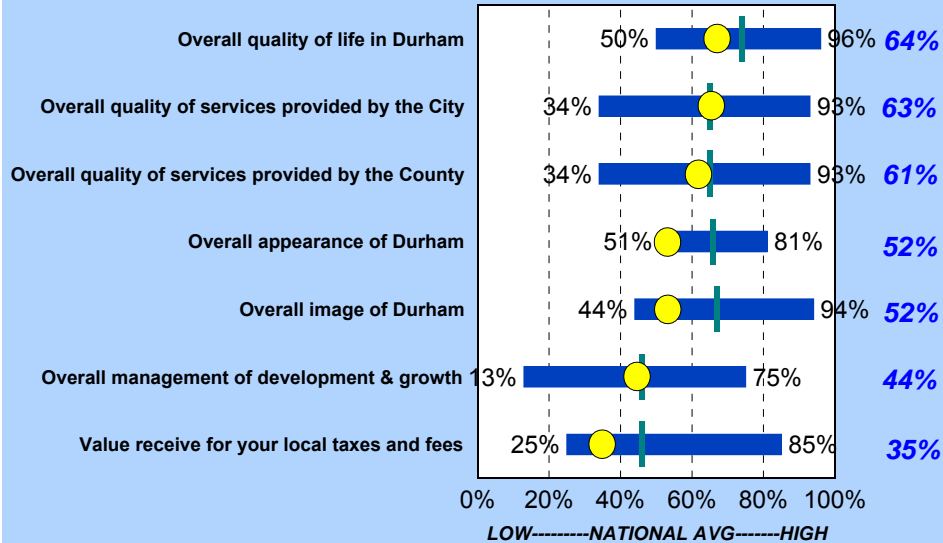
Source: ETC Institute DirectionFinder (2016)

Perceptions Residents Have of the Community in Which They Live - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Durham, NC**



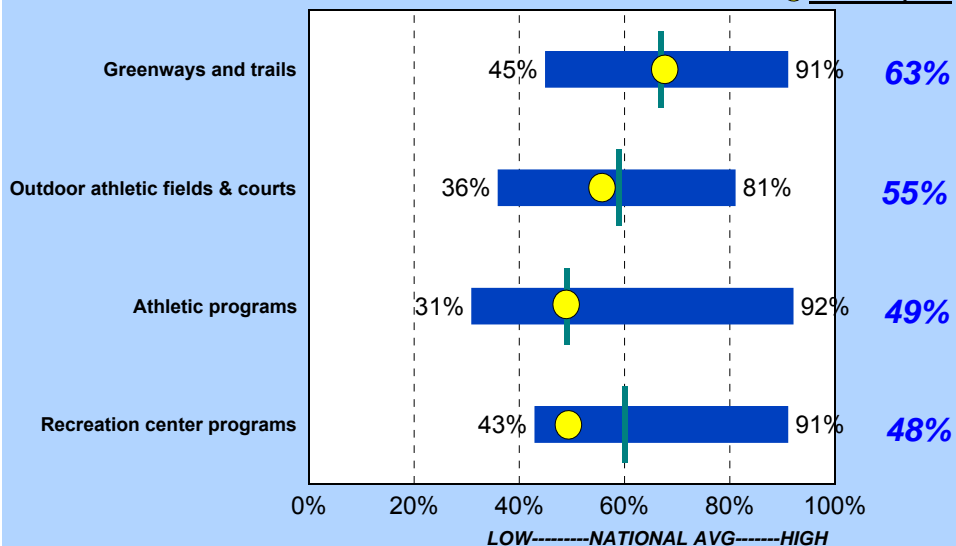
Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction with Parks and Recreation Services - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Durham, NC**



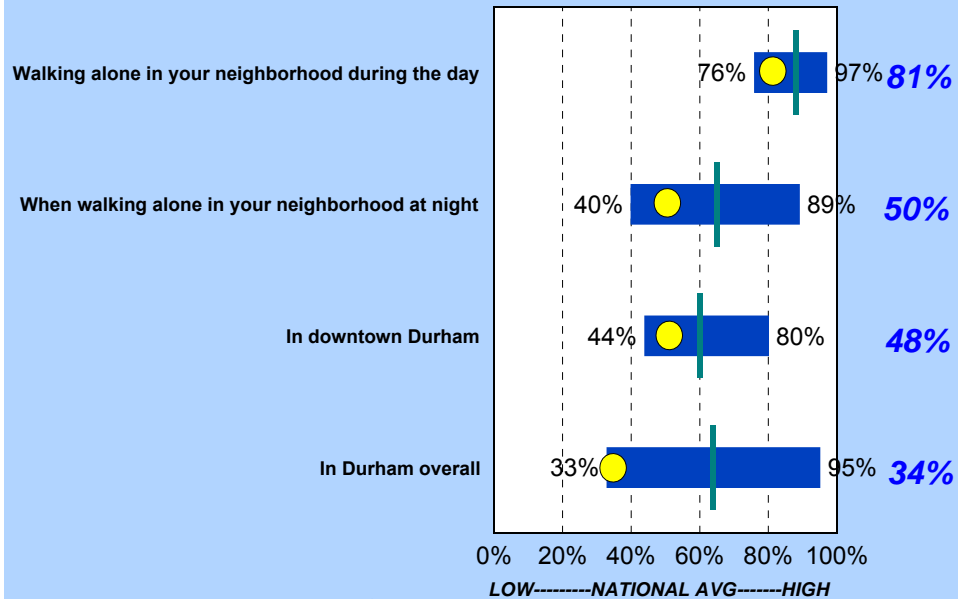
Source: ETC Institute DirectionFinder (2016)

Overall Feeling of Safety in the Community - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Durham, NC**



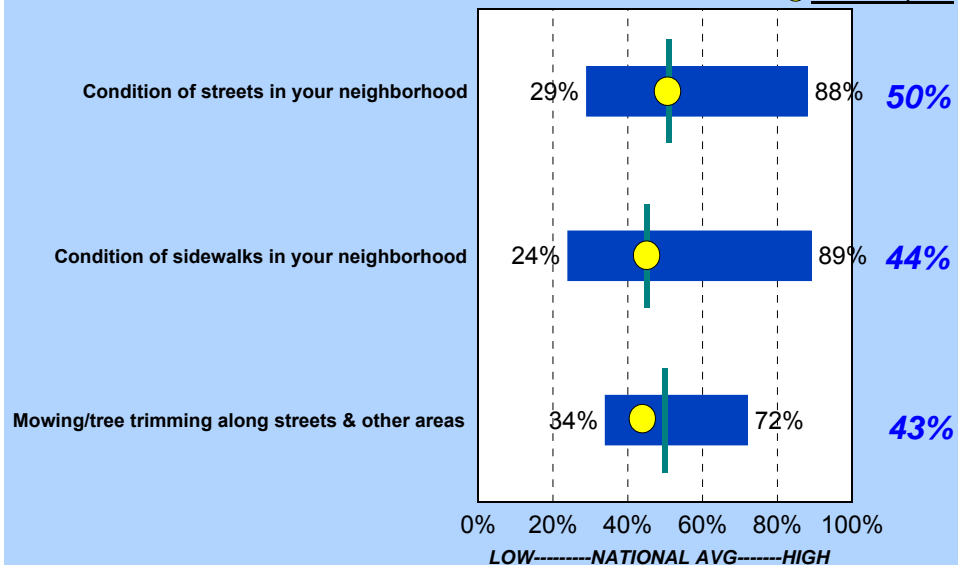
Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction with Maintenance Services - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Durham, NC**



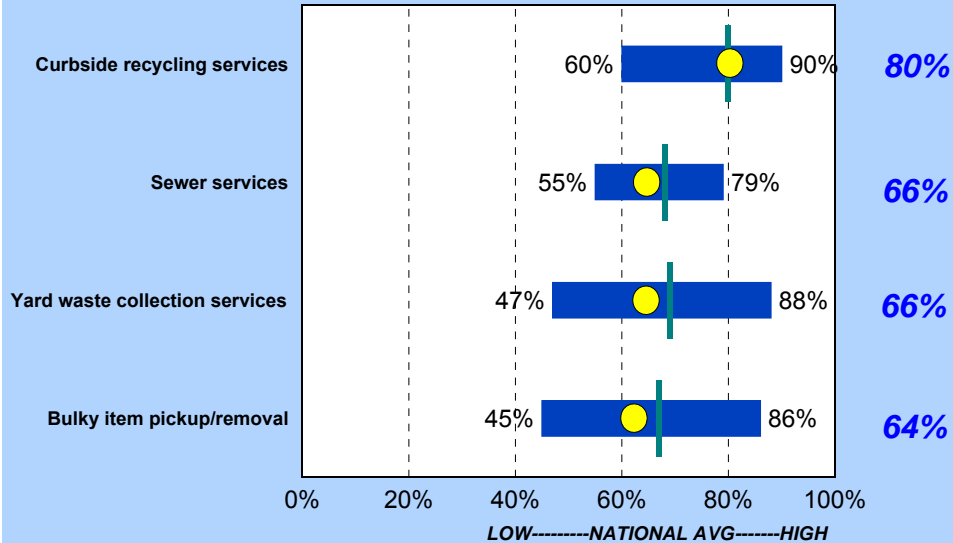
Source: ETC Institute DirectionFinder (2016)

Overall Satisfaction with Utility Services - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC

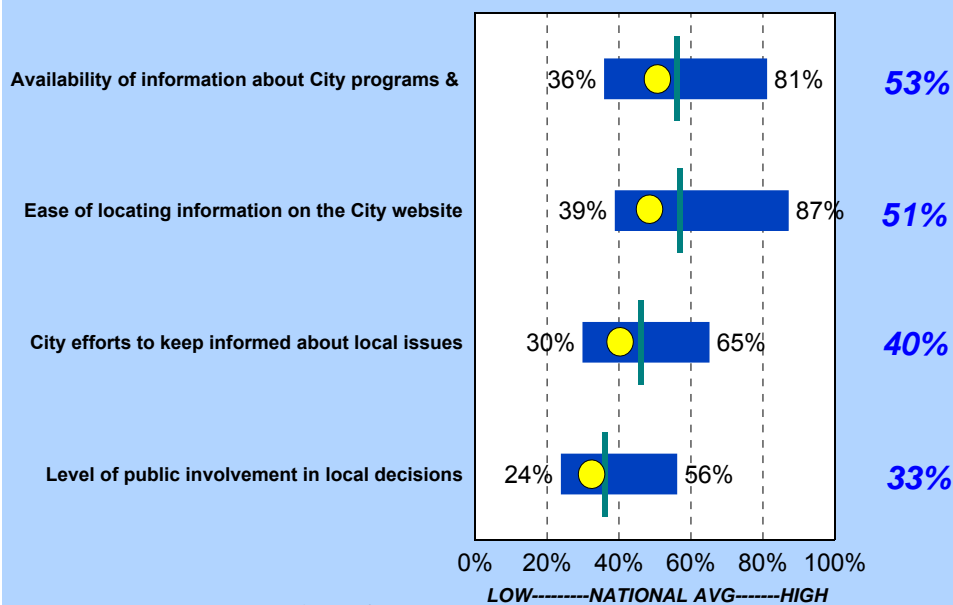


Overall Satisfaction with Communication - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC

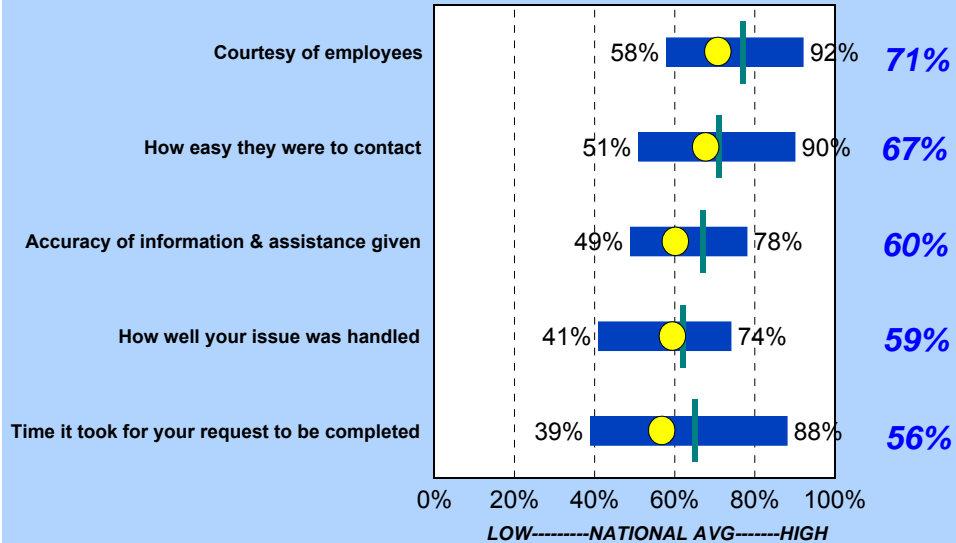


Overall Satisfaction with Customer Service Received from City Employees - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC



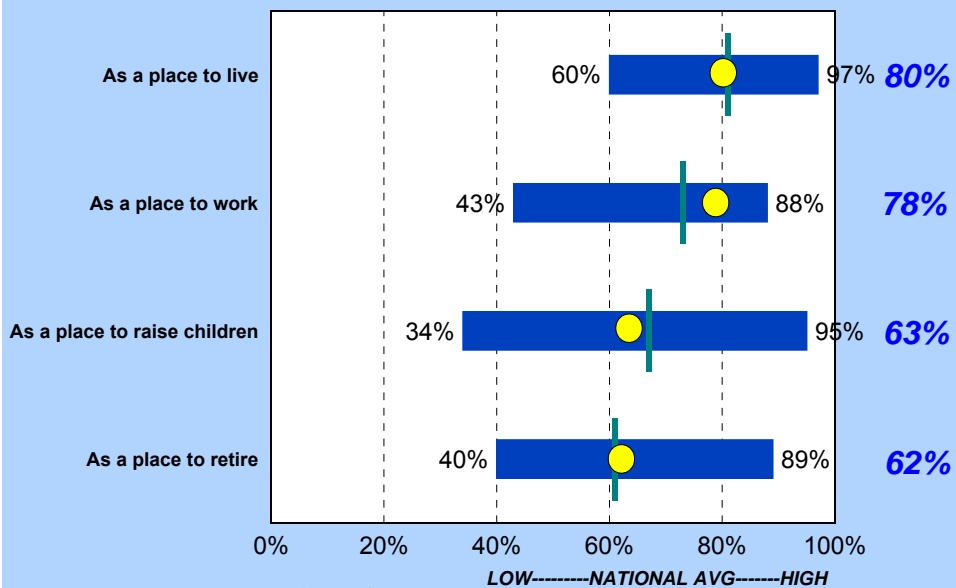
Source: ETC Institute DirectionFinder (2016)

Overall Ratings of the Community - 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● Durham, NC



Source: ETC Institute DirectionFinder (2016)

Section 4

Tabular Data

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q1a. Overall quality of police protection	12.1%	44.8%	24.0%	9.4%	4.3%	5.3%
Q1b. Overall quality of sheriff protection	11.3%	36.8%	27.9%	5.1%	2.9%	16.0%
Q1c. Overall quality of fire protection & rescue services	27.5%	45.8%	12.1%	0.4%	1.4%	12.7%
Q1d. Response time for fire services	21.1%	30.0%	12.7%	0.6%	1.2%	34.3%
Q1e. Overall quality of EMS services	22.8%	33.7%	14.2%	1.0%	0.8%	27.5%
Q1f. Response time for EMS services	20.1%	32.6%	12.9%	2.1%	1.0%	31.2%
Q1g. Overall maintenance of City streets	2.9%	25.7%	22.6%	32.9%	14.0%	2.1%
Q1h. Overall flow of traffic in Durham	2.7%	26.1%	33.5%	23.6%	9.0%	5.1%
Q1i. Overall quality of public transit system (GoDurham, formerly DATA)	3.9%	20.3%	26.5%	8.8%	2.5%	38.0%
Q1j. Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	5.1%	23.8%	30.0%	15.2%	6.6%	19.3%
Q1k. Overall quality of pedestrian facilities	3.9%	25.1%	31.8%	19.3%	5.7%	14.2%
Q1l. Overall quality of water & sewer utilities	11.5%	47.0%	23.4%	9.4%	2.9%	5.7%
Q1m. Overall enforcement of codes & ordinances	5.5%	31.4%	32.4%	10.1%	5.7%	14.8%
Q1n. Overall quality of customer service you receive from City employees	10.7%	42.1%	25.9%	8.0%	3.7%	9.7%
Q1o. Overall quality of customer service you receive from County employees	9.7%	35.3%	27.1%	4.3%	2.9%	20.7%
Q1p. Overall effectiveness of communication with the public	7.0%	38.4%	33.7%	11.5%	2.7%	6.8%

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q1q. Overall quality of parks & recreation programs	14.2%	41.9%	22.8%	6.6%	2.5%	12.1%
Q1r. Overall quality of library services & programs	25.3%	44.1%	15.0%	2.7%	1.4%	11.5%
Q1s. Overall quality of services provided by Durham County Department of Social Services	5.7%	17.9%	22.2%	6.8%	3.5%	43.9%
Q1t. Overall quality of Public Health services	5.5%	24.6%	23.0%	3.3%	2.7%	40.9%
Q1u. Overall quality of Tax Administration services	5.1%	31.6%	31.0%	8.2%	5.7%	18.3%
Q1v. Overall quality of public schools	4.7%	23.8%	22.6%	15.6%	10.7%	22.6%
Q1w. Overall quality of charter schools	3.1%	17.7%	24.6%	7.2%	6.4%	41.1%
Q1x. Overall quality of private schools	8.4%	18.9%	23.4%	1.4%	1.8%	46.0%

WITHOUT "N/A"

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police protection	12.8%	47.3%	25.4%	10.0%	4.6%
Q1b. Overall quality of sheriff protection	13.4%	43.8%	33.3%	6.1%	3.4%
Q1c. Overall quality of fire protection & rescue services	31.5%	52.5%	13.9%	0.5%	1.6%
Q1d. Response time for fire services	32.2%	45.6%	19.4%	0.9%	1.9%
Q1e. Overall quality of EMS services	31.4%	46.5%	19.5%	1.4%	1.1%
Q1f. Response time for EMS services	29.3%	47.5%	18.8%	3.0%	1.5%
Q1g. Overall maintenance of City streets	2.9%	26.2%	23.1%	33.5%	14.3%
Q1h. Overall flow of traffic in Durham	2.8%	27.5%	35.3%	24.9%	9.5%
Q1i. Overall quality of public transit system (GoDurham, formerly DATA)	6.3%	32.8%	42.7%	14.2%	4.0%
Q1j. Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	6.4%	29.5%	37.2%	18.8%	8.1%
Q1k. Overall quality of pedestrian facilities	4.5%	29.2%	37.1%	22.5%	6.7%
Q1l. Overall quality of water & sewer utilities	12.2%	49.9%	24.8%	10.0%	3.1%
Q1m. Overall enforcement of codes & ordinances	6.5%	36.9%	38.1%	11.8%	6.7%
Q1n. Overall quality of customer service you receive from City employees	11.8%	46.6%	28.6%	8.9%	4.1%
Q1o. Overall quality of customer service you receive from County employees	12.2%	44.6%	34.2%	5.4%	3.6%
Q1p. Overall effectiveness of communication with the public	7.5%	41.2%	36.1%	12.3%	2.9%

WITHOUT "N/A"

Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1q. Overall quality of parks & recreation programs	16.1%	47.7%	25.9%	7.5%	2.8%
Q1r. Overall quality of library services & programs	28.5%	49.9%	16.9%	3.0%	1.6%
Q1s. Overall quality of services provided by Durham County Department of Social Services	10.3%	31.9%	39.6%	12.1%	6.2%
Q1t. Overall quality of Public Health services	9.4%	41.7%	38.9%	5.6%	4.5%
Q1u. Overall quality of Tax Administration services	6.3%	38.7%	37.9%	10.1%	7.0%
Q1v. Overall quality of public schools	6.1%	30.8%	29.2%	20.2%	13.8%
Q1w. Overall quality of charter schools	5.2%	30.0%	41.8%	12.2%	10.8%
Q1x. Overall quality of private schools	15.6%	35.0%	43.3%	2.7%	3.4%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City and County leaders over the next two years?

Q2. Top choice	Number	Percent
Overall quality of police protection	121	24.8 %
Response time for fire services	2	0.4 %
Overall quality of EMS services	2	0.4 %
Response time for EMS services	3	0.6 %
Overall maintenance of City streets	58	11.9 %
Overall flow of traffic in Durham	22	4.5 %
Overall quality of public transit system (GoDurham, formerly DATA)	14	2.9 %
Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	17	3.5 %
Overall quality of pedestrian facilities	6	1.2 %
Overall quality of water & sewer utilities	5	1.0 %
Overall enforcement of codes & ordinances	3	0.6 %
Overall quality of customer service you receive from City employees	4	0.8 %
Overall quality of customer service you receive from County employees	1	0.2 %
Overall effectiveness of communication with the public	5	1.0 %
Overall quality of parks & recreation programs	8	1.6 %
Overall quality of library services & programs	3	0.6 %
Overall quality of services provided by Durham County Department of Social Services	7	1.4 %
Overall quality of Public Health services	1	0.2 %
Overall quality of Tax Administration services	5	1.0 %
Overall quality of public schools	121	24.8 %
Overall quality of charter schools	2	0.4 %
None chosen	77	15.8 %
Total	487	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City and County leaders over the next two years?

Q2. 2nd choice	Number	Percent
Overall quality of police protection	49	10.1 %
Overall quality of sheriff protection	32	6.6 %
Overall quality of fire protection & rescue services	5	1.0 %
Response time for fire services	2	0.4 %
Overall quality of EMS services	3	0.6 %
Response time for EMS services	6	1.2 %
Overall maintenance of City streets	56	11.5 %
Overall flow of traffic in Durham	45	9.2 %
Overall quality of public transit system (GoDurham, formerly DATA)	10	2.1 %
Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	15	3.1 %
Overall quality of pedestrian facilities	24	4.9 %
Overall quality of water & sewer utilities	15	3.1 %
Overall enforcement of codes & ordinances	8	1.6 %
Overall quality of customer service you receive from City employees	6	1.2 %
Overall quality of customer service you receive from County employees	2	0.4 %
Overall effectiveness of communication with the public	11	2.3 %
Overall quality of parks & recreation programs	15	3.1 %
Overall quality of library services & programs	6	1.2 %
Overall quality of services provided by Durham County Department of Social Services	12	2.5 %
Overall quality of Public Health services	5	1.0 %
Overall quality of Tax Administration services	7	1.4 %
Overall quality of public schools	48	9.9 %
Overall quality of charter schools	12	2.5 %
None chosen	93	19.1 %
Total	487	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City and County leaders over the next two years?

Q2. 3rd choice	Number	Percent
Overall quality of police protection	28	5.7 %
Overall quality of sheriff protection	7	1.4 %
Overall quality of fire protection & rescue services	7	1.4 %
Response time for fire services	5	1.0 %
Overall quality of EMS services	3	0.6 %
Response time for EMS services	5	1.0 %
Overall maintenance of City streets	50	10.3 %
Overall flow of traffic in Durham	37	7.6 %
Overall quality of public transit system (GoDurham, formerly DATA)	20	4.1 %
Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	22	4.5 %
Overall quality of pedestrian facilities	20	4.1 %
Overall quality of water & sewer utilities	12	2.5 %
Overall enforcement of codes & ordinances	15	3.1 %
Overall quality of customer service you receive from City employees	13	2.7 %
Overall quality of customer service you receive from County employees	3	0.6 %
Overall effectiveness of communication with the public	22	4.5 %
Overall quality of parks & recreation programs	13	2.7 %
Overall quality of library services & programs	10	2.1 %
Overall quality of services provided by Durham County Department of Social Services	15	3.1 %
Overall quality of Public Health services	7	1.4 %
Overall quality of Tax Administration services	10	2.1 %
Overall quality of public schools	33	6.8 %
Overall quality of charter schools	4	0.8 %
Overall quality of private schools	5	1.0 %
None chosen	121	24.8 %
Total	487	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City and County leaders over the next two years?

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police protection	198	40.7 %
Overall quality of sheriff protection	39	8.0 %
Overall quality of fire protection & rescue services	12	2.5 %
Response time for fire services	9	1.8 %
Overall quality of EMS services	8	1.6 %
Response time for EMS services	14	2.9 %
Overall maintenance of City streets	164	33.7 %
Overall flow of traffic in Durham	104	21.4 %
Overall quality of public transit system (GoDurham, formerly DATA)	44	9.0 %
Overall quality of bicycle facilities (bike lanes, paths, trails, & intersection design & signage)	54	11.1 %
Overall quality of pedestrian facilities	50	10.3 %
Overall quality of water & sewer utilities	32	6.6 %
Overall enforcement of codes & ordinances	26	5.3 %
Overall quality of customer service you receive from City employees	23	4.7 %
Overall quality of customer service you receive from County employees	6	1.2 %
Overall effectiveness of communication with the public	38	7.8 %
Overall quality of parks & recreation programs	36	7.4 %
Overall quality of library services & programs	19	3.9 %
Overall quality of services provided by Durham County Department of Social Services	34	7.0 %
Overall quality of Public Health services	13	2.7 %
Overall quality of Tax Administration services	22	4.5 %
Overall quality of public schools	202	41.5 %
Overall quality of charter schools	18	3.7 %
Overall quality of private schools	5	1.0 %
None chosen	77	15.8 %
Total	1247	

Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q3a. Overall quality of services provided by the City	7.2%	53.4%	24.4%	8.0%	2.5%	4.5%
Q3b. Overall quality of services provided by the County	8.0%	46.0%	28.1%	4.1%	2.3%	11.5%
Q3c. Overall appearance of Durham	7.2%	42.9%	29.4%	14.4%	3.5%	2.7%
Q3d. Overall management of development & growth	7.0%	34.9%	29.0%	19.7%	4.1%	5.3%
Q3e. Overall image of Durham	9.2%	41.7%	24.4%	16.6%	5.7%	2.3%
Q3f. Overall quality of life in Durham	16.0%	46.2%	22.8%	8.6%	3.7%	2.7%
Q3g. Overall quality of life in your neighborhood	29.4%	41.5%	14.2%	8.0%	4.1%	2.9%
Q3h. Overall ease of travel within Durham	7.8%	41.3%	24.2%	20.5%	2.9%	3.3%
Q3i. Overall value you receive for your local taxes & fees	4.3%	28.5%	29.0%	21.1%	12.1%	4.9%

WITHOUT "N/A"

Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by the City	7.5%	55.9%	25.6%	8.4%	2.6%
Q3b. Overall quality of services provided by the County	9.0%	52.0%	31.8%	4.6%	2.6%
Q3c. Overall appearance of Durham	7.4%	44.1%	30.2%	14.8%	3.6%
Q3d. Overall management of development & growth	7.4%	36.9%	30.6%	20.8%	4.3%
Q3e. Overall image of Durham	9.5%	42.6%	25.0%	17.0%	5.9%
Q3f. Overall quality of life in Durham	16.5%	47.5%	23.4%	8.9%	3.8%
Q3g. Overall quality of life in your neighborhood	30.2%	42.7%	14.6%	8.2%	4.2%
Q3h. Overall ease of travel within Durham	8.1%	42.7%	25.1%	21.2%	3.0%
Q3i. Overall value you receive for your local taxes & fees	4.5%	30.0%	30.5%	22.2%	12.7%

Q4. Which of the following describes the education status of children in your household?

<u>Q4. Education status of children in your household</u>	<u>Number</u>	<u>Percent</u>
My children are enrolled in Durham Public Schools	75	15.8 %
My children are enrolled in a charter school in Durham County	11	2.3 %
My children are enrolled in a private school in Durham County	21	4.4 %
My children go to school outside of Durham County	15	3.2 %
My children went to or graduated from Durham Public Schools	137	28.8 %
My children went to or graduated from a charter school in Durham County	11	2.3 %
My children went to or graduated from a private school in Durham County	17	3.6 %
My children went to or graduated from a school outside of Durham County	14	2.9 %
My children are homeschooled	3	0.6 %
<u>This question does not apply to me</u>	<u>246</u>	<u>51.7 %</u>
Total	550	

WITHOUT "THIS QUESTION DOES NOT APPLY TO ME"**Q4. Which of the following describes the education status of children in your household? (without "This question does not apply to me")**

<u>Q4. Education status of children in your household</u>	<u>Number</u>	<u>Percent</u>
My children are enrolled in Durham Public Schools	73	31.7 %
My children are enrolled in a charter school in Durham County	11	4.8 %
My children are enrolled in a private school in Durham County	21	9.1 %
My children go to school outside of Durham County	15	6.5 %
My children went to or graduated from Durham Public Schools	134	58.3 %
My children went to or graduated from a charter school in Durham County	11	4.8 %
My children went to or graduated from a private school in Durham County	16	7.0 %
My children went to or graduated from a school outside of Durham County	12	5.2 %
My children are homeschooled	2	0.9 %
Total	295	

Q5. Durham Public Schools. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools:

(N=487)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Q5a. Manages the education budget well	2.3%	14.6%	28.1%	16.6%	7.0%	31.4%
Q5b. Attracts high quality teachers	3.1%	13.6%	24.6%	19.3%	10.1%	29.4%
Q5c. Is transparent about education-related decision making	2.3%	13.3%	29.2%	16.6%	6.6%	32.0%
Q5d. Encourages community involvement in education-related decision making	4.1%	20.7%	24.0%	13.8%	6.6%	30.8%
Q5e. Ensures quality education for students	3.9%	14.4%	24.0%	18.7%	9.7%	29.4%
Q5f. Has effective leadership in K-12 education	3.9%	14.4%	27.5%	15.2%	7.8%	31.2%

WITHOUT "N/A"

Q5. Durham Public Schools. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools: (without "N/A")

(N=487)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q5a. Manages the education budget well	3.3%	21.3%	41.0%	24.3%	10.2%
Q5b. Attracts high quality teachers	4.4%	19.2%	34.9%	27.3%	14.2%
Q5c. Is transparent about education-related decision making	3.3%	19.6%	42.9%	24.5%	9.7%
Q5d. Encourages community involvement in education-related decision making	5.9%	30.0%	34.7%	19.9%	9.5%
Q5e. Ensures quality education for students	5.5%	20.3%	34.0%	26.5%	13.7%
Q5f. Has effective leadership in K-12 education	5.7%	20.9%	40.0%	22.1%	11.3%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=487)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
Q6a. When walking alone in your neighborhood during the day	35.7%	44.6%	9.9%	5.5%	3.3%	1.0%
Q6b. When walking alone in your neighborhood at night	11.7%	36.1%	22.2%	17.5%	8.4%	4.1%
Q6c. In downtown Durham	8.6%	36.3%	23.2%	17.0%	8.6%	6.2%
Q6d. In Durham overall	3.3%	30.0%	36.8%	18.9%	8.8%	2.3%

WITHOUT "N/A"

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "N/A")

(N=487)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6a. When walking alone in your neighborhood during the day	36.1%	45.0%	10.0%	5.6%	3.3%
Q6b. When walking alone in your neighborhood at night	12.2%	37.7%	23.1%	18.2%	8.8%
Q6c. In downtown Durham	9.2%	38.7%	24.7%	18.2%	9.2%
Q6d. In Durham overall	3.4%	30.7%	37.6%	19.3%	9.0%

Q7. Law Enforcement/Criminal Justice. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel regarding the following aspects:

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q7a. Overall police relationship with your community	11.7%	40.7%	24.2%	11.9%	6.2%	5.3%
Q7b. Overall sheriff's office relationship with your community	8.8%	33.5%	27.1%	8.4%	4.9%	17.2%
Q7c. Animal control services	6.2%	30.6%	31.2%	6.8%	3.7%	21.6%
Q7d. Enforcement of traffic safety laws	6.0%	36.8%	29.8%	12.1%	5.5%	9.9%
Q7e. Local court system	4.7%	23.8%	33.1%	8.2%	6.8%	23.4%

WITHOUT "N/A"

Q7. Law Enforcement/Criminal Justice. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel regarding the following aspects: (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Overall police relationship with your community	12.4%	43.0%	25.6%	12.6%	6.5%
Q7b. Overall sheriff's office relationship with your community	10.7%	40.4%	32.8%	10.2%	6.0%
Q7c. Animal control services	7.9%	39.0%	39.8%	8.6%	4.7%
Q7d. Enforcement of traffic safety laws	6.6%	40.8%	33.0%	13.4%	6.2%
Q7e. Local court system	6.2%	31.1%	43.2%	10.7%	8.8%

Q8a-e. Parks, Recreation, and Open Space: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q8a. Greenways & trails	10.3%	44.1%	22.6%	7.8%	1.4%	13.8%
Q8b. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, & tennis)	6.4%	37.6%	27.5%	7.8%	1.4%	19.3%
Q8c. Variety of City recreation opportunities	8.4%	33.1%	33.1%	9.9%	2.3%	13.3%
Q8d. Customer service provided by City's Parks & Recreation staff	8.2%	32.0%	27.3%	4.9%	1.6%	25.9%
Q8e. Length of your commute to your desired recreation amenities	10.3%	36.8%	26.3%	8.0%	2.3%	16.4%

WITHOUT "N/A"

Q8a-e. Parks, Recreation, and Open Space: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Greenways & trails	11.9%	51.2%	26.2%	9.0%	1.7%
Q8b. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, & tennis)	7.9%	46.6%	34.1%	9.7%	1.8%
Q8c. Variety of City recreation opportunities	9.7%	38.2%	38.2%	11.4%	2.6%
Q8d. Customer service provided by City's Parks & Recreation staff	11.1%	43.2%	36.8%	6.6%	2.2%
Q8e. Length of your commute to your desired recreation amenities	12.3%	44.0%	31.4%	9.6%	2.7%

Q8f-i. Parks, Recreation, and Open Space: For each of the following recreation programs provided by the City, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q8f. Aquatic programs	3.7%	20.9%	25.5%	8.4%	3.5%	38.0%
Q8g. Athletic programs	3.5%	27.9%	25.5%	6.2%	1.2%	35.7%
Q8h. Recreation Center programs	4.5%	26.5%	24.6%	8.0%	1.4%	34.9%
Q8i. Cultural programming (e.g., events, concerts, and festivals)	14.2%	35.5%	22.6%	7.2%	2.3%	18.3%

WITHOUT "N/A"

Q8f-i. Parks, Recreation, and Open Space: For each of the following recreation programs provided by the City, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8f. Aquatic programs	6.0%	33.8%	41.1%	13.6%	5.6%
Q8g. Athletic programs	5.4%	43.5%	39.6%	9.6%	1.9%
Q8h. Recreation Center programs	6.9%	40.7%	37.9%	12.3%	2.2%
Q8i. Cultural programming (e.g., events, concerts, and festivals)	17.3%	43.5%	27.6%	8.8%	2.8%

Q9. Which TWO of the Parks, Recreation, and Open Space items listed in Question 8 above do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO Years?

Q9. Top choice	Number	Percent
Greenways & trails	106	21.8 %
Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, & tennis)	38	7.8 %
Variety of City recreation opportunities	58	11.9 %
Customer service provided by City's Parks & Recreation staff	17	3.5 %
Length of your commute to your desired recreation amenities	12	2.5 %
Aquatic programs	27	5.5 %
Athletic programs	10	2.1 %
Recreation Center programs	29	6.0 %
Cultural programming (e.g., events, concerts, & festivals)	50	10.3 %
None chosen	140	28.7 %
Total	487	100.0 %

Q9. Which TWO of the Parks, Recreation, and Open Space items listed in Question 8 above do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO Years?

Q9. 2nd choice	Number	Percent
Greenways & trails	45	9.2 %
Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, & tennis)	40	8.2 %
Variety of City recreation opportunities	40	8.2 %
Customer service provided by City's Parks & Recreation staff	19	3.9 %
Length of your commute to your desired recreation amenities	15	3.1 %
Aquatic programs	27	5.5 %
Athletic programs	17	3.5 %
Recreation Center programs	49	10.1 %
Cultural programming (e.g., events, concerts, & festivals)	65	13.3 %
None chosen	170	34.9 %
Total	487	100.0 %

Q9. Which TWO of the Parks, Recreation, and Open Space items listed in Question 8 above do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO Years?

Q9. Sum of top 2 choices	Number	Percent
Greenways & trails	151	31.0 %
Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, & tennis)	78	16.0 %
Variety of City recreation opportunities	98	20.1 %
Customer service provided by City's Parks & Recreation staff	36	7.4 %
Length of your commute to your desired recreation amenities	27	5.5 %
Aquatic programs	54	11.1 %
Athletic programs	27	5.5 %
Recreation Center programs	78	16.0 %
Cultural programming (e.g., events, concerts, & festivals)	115	23.6 %
None chosen	140	28.7 %
Total	804	

Q10. Maintenance. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q10a. Condition of streets in your neighborhood	8.4%	41.1%	17.7%	20.7%	10.3%	1.8%
Q10b. Condition of sidewalks in your neighborhood	6.2%	27.9%	15.0%	14.6%	13.1%	23.2%
Q10c. Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	4.1%	21.4%	28.5%	16.6%	6.4%	23.0%
Q10d. Mowing & tree trimming along streets & other public areas	4.7%	36.3%	29.2%	15.8%	9.4%	4.5%
Q10e. Condition of parks	6.0%	39.8%	30.2%	8.0%	3.1%	12.9%
Q10f. Condition of recreation centers & facilities	4.9%	31.8%	32.4%	6.6%	1.8%	22.4%
Q10g. Overall appearance of major entryways to Durham	3.7%	40.9%	33.5%	11.5%	4.9%	5.5%
Q10h. Response to severe weather storm events (i.e. Hurricane Matthew)	8.6%	42.9%	27.5%	5.7%	3.7%	11.5%

WITHOUT "N/A"

Q10. Maintenance. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Condition of streets in your neighborhood	8.6%	41.8%	18.0%	21.1%	10.5%
Q10b. Condition of sidewalks in your neighborhood	8.0%	36.4%	19.5%	19.0%	17.1%
Q10c. Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	5.3%	27.7%	37.1%	21.6%	8.3%
Q10d. Mowing & tree trimming along streets & other public areas	4.9%	38.1%	30.5%	16.6%	9.9%
Q10e. Condition of parks	6.8%	45.8%	34.7%	9.2%	3.5%
Q10f. Condition of recreation centers & facilities	6.3%	41.0%	41.8%	8.5%	2.4%
Q10g. Overall appearance of major entryways to Durham	3.9%	43.3%	35.4%	12.2%	5.2%
Q10h. Response to severe weather storm events (i.e. Hurricane Matthew)	9.7%	48.5%	31.1%	6.5%	4.2%

Q11. Which TWO of the Maintenance items listed in Question 10 above do you think should receive the MOST EMPHASIS over the next TWO years?

Q11. Top choice	Number	Percent
Condition of streets in your neighborhood	126	25.9 %
Condition of sidewalks in your neighborhood	53	10.9 %
Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	35	7.2 %
Mowing & tree trimming along streets & other public areas	49	10.1 %
Condition of parks	31	6.4 %
Condition of recreation center & facilities	11	2.3 %
Overall appearance of major entryways to Durham	39	8.0 %
Response to severe weather storm events (i.e. Hurricane Matthew)	44	9.0 %
None chosen	99	20.3 %
Total	487	100.0 %

Q11. Which TWO of the Maintenance items listed in Question 10 above do you think should receive the MOST EMPHASIS over the next TWO years?

Q11. 2nd choice	Number	Percent
Condition of streets in your neighborhood	47	9.7 %
Condition of sidewalks in your neighborhood	52	10.7 %
Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	43	8.8 %
Mowing & tree trimming along streets & other public areas	55	11.3 %
Condition of parks	38	7.8 %
Condition of recreation center & facilities	28	5.7 %
Overall appearance of major entryways to Durham	51	10.5 %
Response to severe weather storm events (i.e. Hurricane Matthew)	35	7.2 %
None chosen	138	28.3 %
Total	487	100.0 %

Q11. Which TWO of the Maintenance items listed in Question 10 above do you think should receive the MOST EMPHASIS over the next TWO years?

Q11. Sum of top 2 choices	Number	Percent
Condition of streets in your neighborhood	173	35.5 %
Condition of sidewalks in your neighborhood	105	21.6 %
Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	78	16.0 %
Mowing & tree trimming along streets & other public areas	104	21.4 %
Condition of parks	69	14.2 %
Condition of recreation center & facilities	39	8.0 %
Overall appearance of major entryways to Durham	90	18.5 %
Response to severe weather storm events (i.e. Hurricane Matthew)	79	16.2 %
None chosen	99	20.3 %
Total	836	

Q12. Multi-Modal Transportation: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q12a. Ease of travel by walking	6.2%	28.3%	24.6%	19.5%	7.4%	14.0%
Q12b. Ease of travel by driving	10.1%	52.4%	21.1%	8.8%	2.5%	5.1%
Q12c. Ease of travel by biking	1.8%	13.6%	26.5%	15.4%	5.7%	37.0%
Q12d. Safety when driving around Durham	6.4%	47.2%	26.1%	13.6%	2.1%	4.7%
Q12e. Ease of travel by bus (GoDurham/ Bull City Connector)	3.7%	16.4%	20.5%	7.6%	2.5%	49.3%
Q12f. GoDurham routes & schedules	3.1%	13.8%	20.9%	8.0%	2.9%	51.3%
Q12g. Location of downtown parking facilities	3.3%	25.7%	30.6%	21.8%	7.8%	10.9%
Q12h. Quality of downtown parking facilities	3.3%	26.9%	33.5%	17.9%	8.0%	10.5%

WITHOUT "N/A"

Q12. Multi-Modal Transportation: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Ease of travel by walking	7.2%	32.9%	28.6%	22.7%	8.6%
Q12b. Ease of travel by driving	10.6%	55.2%	22.3%	9.3%	2.6%
Q12c. Ease of travel by biking	2.9%	21.5%	42.0%	24.4%	9.1%
Q12d. Safety when driving around Durham	6.7%	49.6%	27.4%	14.2%	2.2%
Q12e. Ease of travel by bus (GoDurham/ Bull City Connector)	7.3%	32.4%	40.5%	15.0%	4.9%
Q12f. GoDurham routes & schedules	6.3%	28.3%	43.0%	16.5%	5.9%
Q12g. Location of downtown parking facilities	3.7%	28.8%	34.3%	24.4%	8.8%
Q12h. Quality of downtown parking facilities	3.7%	30.0%	37.4%	20.0%	8.9%

Q13. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements:

(N=487)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Q13a. My neighborhood has convenient outdoor spaces to run, walk, bike & exercise	16.0%	36.8%	14.4%	18.9%	8.8%	5.1%
Q13b. It is safe to walk in my neighborhood	20.5%	49.3%	15.0%	9.2%	4.3%	1.6%
Q13c. There are enough bike lanes in our community	6.6%	12.1%	21.6%	28.1%	14.0%	17.7%
Q13d. You can walk to shopping & entertainment from my neighborhood	6.4%	21.1%	10.7%	26.5%	26.3%	9.0%

WITHOUT "N/A"

Q13. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements: (without "N/A")

(N=487)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q13a. My neighborhood has convenient outdoor spaces to run, walk, bike & exercise	16.9%	38.7%	15.2%	19.9%	9.3%
Q13b. It is safe to walk in my neighborhood	20.9%	50.1%	15.2%	9.4%	4.4%
Q13c. There are enough bike lanes in our community	8.0%	14.7%	26.2%	34.2%	17.0%
Q13d. You can walk to shopping & entertainment from my neighborhood	7.0%	23.3%	11.7%	29.1%	28.9%

Q14. Have you used GoDurham/Bull City Connector during the past year?

Q14. Have you used GoDurham/Bull City Connector during past year	Number	Percent
Yes	74	15.2 %
No	413	84.8 %
Total	487	100.0 %

Q14a. If NO to Question 14: Which of the following is your primary reason for not using the service?

Q14a. Your primary reason for not using the service	Number	Percent
Does not serve the areas I need to visit	52	12.6 %
Buses do not come frequently enough	11	2.7 %
Service is not provided during the days & hours I would use it	8	1.9 %
I don't need the service-I just prefer to drive	284	68.8 %
Other	38	9.2 %
Not provided	20	4.8 %
Total	413	100.0 %

WITHOUT "NOT PROVIDED"**Q14a. If NO to Question 14: Which of the following is your primary reason for not using the service? (without "not provided")**

Q14a. Your primary reason for not using the service	Number	Percent
Does not serve the areas I need to visit	52	13.2 %
Buses do not come frequently enough	11	2.8 %
Service is not provided during the days & hours I would use it	8	2.0 %
I don't need the service-I just prefer to drive	284	72.3 %
Other	38	9.7 %
Total	393	100.0 %

Q14a. Other

Q14a. Other	Number	Percent
No bus stop near my house	2	5.6 %
Buses don't come to where I live	1	2.8 %
I am in a wheelchair	1	2.8 %
I generally walk along the route of the Bull City Connector	1	2.8 %
I usually walk	1	2.8 %
Does not come nearby	1	2.8 %
I prefer to bike	1	2.8 %
Routes take too long to get to where I need to go	1	2.8 %
never use the service	1	2.8 %
Have transportation	1	2.8 %
Bus stop not conveniently located	1	2.8 %
It is not truly convenient compared to bike/walk/car	1	2.8 %
No idea how to find routes and schedules	1	2.8 %
Parking needed near bus connector	1	2.8 %
Work out of town	1	2.8 %
Disabled	1	2.8 %
I usually ride with family members or friends	1	2.8 %
Prefer to drive. Nearest bus stop to my home is at least a mile walk	1	2.8 %
I never see it in my neighborhood	1	2.8 %
Walk instead	1	2.8 %
Bus stops not close enough to walk from home	1	2.8 %
Not safe	1	2.8 %
Durham has spent too much on underutilized buses	1	2.8 %
due to age have assistance	1	2.8 %
No bus in my area, they stopped running	1	2.8 %
Cannot walk far enough to get to a bus stop	1	2.8 %
bus stop is far & is not safe to walk without sidewalks	1	2.8 %
THERE IS NO PUBLIC TRANSPORTATION IN THE AREA	1	2.8 %
I plan to use it	1	2.8 %
Don't live near downtown	1	2.8 %
No need now, but would use if served my area	1	2.8 %
NOT CLOSE TO MY HOUSE	1	2.8 %
Strangers on buses/unwanted conversations	1	2.8 %
Too far from stops	1	2.8 %
Nearest bus stop is two miles from my house	1	2.8 %
Total	36	100.0 %

Q15. Solid Waste and Utility Services: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q15a. Solid waste collection services	27.5%	51.5%	10.5%	4.1%	2.5%	3.9%
Q15b. Curbside recycling services	28.7%	46.8%	10.9%	6.2%	1.6%	5.7%
Q15c. Bulky item pick up/removal services (e.g., old furniture, appliances, etc.)	19.1%	33.7%	18.7%	9.2%	2.1%	17.2%
Q15d. Yard waste (leaves/tree limbs) collection services for subscriber members	17.7%	33.1%	15.2%	8.2%	2.5%	23.4%
Q15e. City Waste Disposal Center (2115 East Club)	13.6%	29.8%	20.1%	3.9%	1.6%	31.0%
Q15f. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	7.0%	15.2%	19.3%	2.5%	1.0%	55.0%
Q15g. Quality of drinking water	17.0%	43.7%	20.3%	11.1%	4.3%	3.5%
Q15h. Sewer services	15.4%	47.2%	24.8%	5.5%	1.8%	5.1%
Q15i. Stream & lake protection	6.4%	27.5%	34.3%	9.0%	4.5%	18.3%

WITHOUT "N/A"

Q15. Solid Waste and Utility Services: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Solid waste collection services	28.6%	53.6%	10.9%	4.3%	2.6%
Q15b. Curbside recycling services	30.5%	49.7%	11.5%	6.5%	1.7%
Q15c. Bulky item pick up/removal services (e.g., old furniture, appliances, etc.)	23.1%	40.7%	22.6%	11.2%	2.5%
Q15d. Yard waste (leaves/tree limbs) collection services for subscriber members	23.1%	43.2%	19.8%	10.7%	3.2%
Q15e. City Waste Disposal Center (2115 East Club)	19.6%	43.2%	29.2%	5.7%	2.4%
Q15f. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	15.5%	33.8%	42.9%	5.5%	2.3%
Q15g. Quality of drinking water	17.7%	45.3%	21.1%	11.5%	4.5%
Q15h. Sewer services	16.2%	49.8%	26.2%	5.8%	1.9%
Q15i. Stream & lake protection	7.8%	33.7%	42.0%	11.1%	5.5%

Q16. Affordable Housing: How satisfied are you with the availability of affordable housing?

Q16. How satisfied are you with the availability of affordable housing	Number	Percent
Very Satisfied	18	3.7 %
Satisfied	66	13.6 %
Neutral	116	23.8 %
Dissatisfied	79	16.2 %
Very Dissatisfied	63	12.9 %
N/A	145	29.8 %
Total	487	100.0 %

WITHOUT "N/A"**Q16. Affordable Housing: How satisfied are you with the availability of affordable housing? (without "N/A")**

Q16. How satisfied are you with the availability of affordable housing	Number	Percent
Very Satisfied	18	5.3 %
Satisfied	66	19.3 %
Neutral	116	33.9 %
Dissatisfied	79	23.1 %
Very Dissatisfied	63	18.4 %
Total	342	100.0 %

Q17. Please answer the following questions by circling YES or NO. (without "not provided")

(N=487)

	Yes	No
Q17a. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	30.6%	69.4%
Q17b. Are you able to find housing you can afford in Durham	78.3%	21.7%
Q17c. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources	32.8%	67.2%

Q19. Economic Development: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q19a. Access to training & development for the under-employed & unemployed	2.1%	8.2%	27.1%	13.6%	4.9%	44.1%
Q19b. Resources to support small business development	2.7%	12.1%	26.9%	10.7%	2.7%	45.0%
Q19c. Appearance of your neighborhood	14.8%	46.6%	18.1%	10.3%	4.7%	5.5%
Q19d. Public art in Durham	7.6%	38.2%	32.0%	6.8%	1.8%	13.6%
Q19e. Response to code enforcement requests for service complaints	3.1%	16.6%	26.9%	7.6%	4.1%	41.7%

WITHOUT "N/A"

Q19. Economic Development: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Access to training & development for the under-employed & unemployed	3.7%	14.7%	48.5%	24.3%	8.8%
Q19b. Resources to support small business development	4.9%	22.0%	48.9%	19.4%	4.9%
Q19c. Appearance of your neighborhood	15.7%	49.3%	19.1%	10.9%	5.0%
Q19d. Public art in Durham	8.8%	44.2%	37.1%	7.8%	2.1%
Q19e. Response to code enforcement requests for service complaints	5.3%	28.5%	46.1%	13.0%	7.0%

Q20a. (If you are a City resident) Communication: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=458)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q20a-a. Availability of information about City programs & services	7.0%	41.0%	28.8%	13.1%	1.5%	8.5%
Q20a-b. Ease of locating information on City website	7.4%	37.8%	28.2%	12.9%	2.8%	10.9%
Q20a-c. Your experience engaging with City government process	5.5%	28.2%	32.1%	11.6%	2.6%	20.1%
Q20a-d. Level of public involvement in local decisions with City	3.7%	23.1%	37.3%	13.3%	3.3%	19.2%
Q20a-e. City efforts to keep you informed about local issues	4.8%	31.4%	33.4%	17.7%	4.4%	8.3%

Q20a. (If you are a City resident) Communication: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=458)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a-a. Availability of information about City programs & services	7.6%	44.9%	31.5%	14.3%	1.7%
Q20a-b. Ease of locating information on City website	8.3%	42.4%	31.6%	14.5%	3.2%
Q20a-c. Your experience engaging with City government process	6.8%	35.2%	40.2%	14.5%	3.3%
Q20a-d. Level of public involvement in local decisions with City	4.6%	28.6%	46.2%	16.5%	4.1%
Q20a-e. City efforts to keep you informed about local issues	5.2%	34.3%	36.4%	19.3%	4.8%

Q20b. (If you are a City resident) During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?

Q20b. Have you contacted employees of City of Durham or visited website during past year	Number	Percent
Yes	235	51.3 %
No	197	43.0 %
Not provided	26	5.7 %
Total	458	100.0 %

WITHOUT "NOT PROVIDED"

Q20b. (If you are a City resident) During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint? (without "not provided")

Q20b. Have you contacted employees of City of Durham or visited website during past year	Number	Percent
Yes	235	54.4 %
No	197	45.6 %
Total	432	100.0 %

Q20c. (If you are a City resident) Which department have you contacted most recently?

Q20c. Which department have you contacted

<u>most recently</u>	<u>Number</u>	<u>Percent</u>
CBS billings	1	0.5 %
CITY INFO 560-1200	1	0.5 %
City Attorney's Office	1	0.5 %
City of Durham	2	0.9 %
Durham One Call	13	6.0 %
Durham One Call, City council members	1	0.5 %
Durham One Call, waste management	1	0.5 %
Durham One Call, water	1	0.5 %
Durham One Call, water, judicial service	1	0.5 %
Durham One Call, water, taxes	1	0.5 %
HR	1	0.5 %
HR, solid waste	1	0.5 %
animal control	1	0.5 %
billing	1	0.5 %
birth records	1	0.5 %
board of elections	2	0.9 %
building and inspections	1	0.5 %
building permits	1	0.5 %
bulk pickups	1	0.5 %
city council	1	0.5 %
curb recycle pick up schedule	1	0.5 %
customer service	1	0.5 %
data access	1	0.5 %
deeds	2	0.9 %
economic development	1	0.5 %
electronic recycling	1	0.5 %
garbage and recycling	1	0.5 %
garbage and yard waste	1	0.5 %
garbage, street engineering	1	0.5 %
housing, yard	1	0.5 %
inspections and permits	1	0.5 %
maintenance	2	0.9 %
neighborhood improvement	2	0.9 %
neighborhood improvement, water services	1	0.5 %
parking	2	0.9 %
parks and rec	6	2.8 %
planning	4	1.9 %
planning & inspection	1	0.5 %
planning, taxes, office of deeds	1	0.5 %
police	9	4.2 %
police, DHS	1	0.5 %
police, solid waste	1	0.5 %
public service	1	0.5 %
public works	3	1.4 %
public works, transportation, water and sewer	1	0.5 %

Q20c. (If you are a City resident) Which department have you contacted most recently?

Q20c. Which department have you contacted

<u>most recently</u>	<u>Number</u>	<u>Percent</u>
recycling	2	0.9 %
sanitation	2	0.9 %
social services	7	3.3 %
solid waste	12	5.6 %
solid waste and police	1	0.5 %
solid waste and street maintenance	1	0.5 %
solid waste, police, water, soil, planning, one call, tax	1	0.5 %
solid waste, recycling and bulky waste collection		
schedules	1	0.5 %
solid waste, water, taxes	1	0.5 %
stormwater	1	0.5 %
street maintenance	2	0.9 %
street maintenance/storm runoff	1	0.5 %
street repair	1	0.5 %
streets	2	0.9 %
sustainability	1	0.5 %
tax administration	10	4.7 %
tax administration & Durham One Call	1	0.5 %
tax assessor	2	0.9 %
taxes	7	3.3 %
taxes and parks & rec	1	0.5 %
taxes, birth certificate	1	0.5 %
traffic	2	0.9 %
transportation	1	0.5 %
trash disposal	1	0.5 %
trash pick up	1	0.5 %
tree trimming	1	0.5 %
utility	3	1.4 %
vehicles and grass	1	0.5 %
waste	8	3.7 %
waste management	3	1.4 %
water	29	13.5 %
water & sewer, code violations, trash pick up	1	0.5 %
water and sewer	13	6.0 %
water and solid waste	1	0.5 %
water services, Durham One call	1	0.5 %
water, taxes	1	0.5 %
yard waste	8	3.7 %
<u>yard waste and recycling</u>	<u>1</u>	<u>0.5 %</u>
Total	215	100.0 %

Q20d. (If you are a City resident, and answered YES to Question 20b) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the City Government department you listed above:

(N=235)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q20d-a. How easy the City Government was to contact	21.3%	43.8%	14.9%	11.9%	6.0%	2.1%
Q20d-b. Courtesy of City Government	27.2%	40.4%	17.4%	6.4%	3.4%	5.1%
Q20d-c. Accuracy of the information & assistance you were given	20.9%	37.0%	18.3%	14.5%	6.4%	3.0%
Q20d-d. Time it took for your request to be completed	17.4%	36.2%	16.2%	15.7%	10.2%	4.3%
Q20d-e. How well your issue was handled	19.1%	36.6%	18.7%	10.2%	10.2%	5.1%
Q20d-f. The resolution to your issue/ concern	17.9%	37.0%	17.0%	11.9%	9.4%	6.8%

WITHOUT "N/A"

Q20d. (If you are a City resident, and answered YES to Question 20b) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the City Government department you listed above: (without "N/A")

(N=235)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20d-a. How easy the City Government was to contact	21.7%	44.8%	15.2%	12.2%	6.1%
Q20d-b. Courtesy of City Government	28.7%	42.6%	18.4%	6.7%	3.6%
Q20d-c. Accuracy of the information & assistance you were given	21.5%	38.2%	18.9%	14.9%	6.6%
Q20d-d. Time it took for your request to be completed	18.2%	37.8%	16.9%	16.4%	10.7%
Q20d-e. How well your issue was handled	20.2%	38.6%	19.7%	10.8%	10.8%
Q20d-f. The resolution to your issue/ concern	19.2%	39.7%	18.3%	12.8%	10.0%

Q21a. Communication: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q21a-a. Availability of information about County programs & services	5.3%	24.2%	29.8%	9.4%	2.3%	29.0%
Q21a-b. Ease of locating information on County website	6.6%	26.3%	24.2%	8.8%	2.5%	31.6%
Q21a-c. Your experience engaging with County government process	4.5%	18.3%	26.5%	7.4%	1.8%	41.5%
Q21a-d. Level of public involvement in local decisions with County	3.7%	14.6%	31.8%	10.1%	2.9%	37.0%
Q21a-e. County efforts to keep you informed about local issues	4.9%	22.6%	27.1%	11.9%	3.5%	30.0%

WITHOUT "N/A"

Q21a. Communication: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")

(N=487)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21a-a. Availability of information about County programs & services	7.5%	34.1%	41.9%	13.3%	3.2%
Q21a-b. Ease of locating information on County website	9.6%	38.4%	35.4%	12.9%	3.6%
Q21a-c. Your experience engaging with County government process	7.7%	31.2%	45.3%	12.6%	3.2%
Q21a-d. Level of public involvement in local decisions with County	5.9%	23.1%	50.5%	16.0%	4.6%
Q21a-e. County efforts to keep you informed about local issues	7.0%	32.3%	38.7%	17.0%	5.0%

Q21b. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?

Q21b. Have you contacted employees of Durham County or visited website during past year	Number	Percent
Yes	125	25.7 %
No	294	60.4 %
Not provided	68	14.0 %
Total	487	100.0 %

Q21b. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint? (without "not provided")

Q21b. Have you contacted employees of Durham County or visited website during past year	Number	Percent
Yes	125	29.8 %
No	294	70.2 %
Total	419	100.0 %

Q21c. Which department have you contacted most recently?

Q21c. Which department have you contacted

<u>most recently</u>	<u>Number</u>	<u>Percent</u>
water	12	11.4 %
tax	11	10.5 %
social services	10	9.5 %
Durham One Call	5	4.8 %
Sheriff's office	4	3.8 %
library	3	2.9 %
human resources	3	2.9 %
police	3	2.9 %
tax administration	2	1.9 %
court	2	1.9 %
waste	2	1.9 %
water and sewer	2	1.9 %
waste management	2	1.9 %
animal control	2	1.9 %
tax assessor	2	1.9 %
yard waste	2	1.9 %
Durham public schools	1	1.0 %
cps	1	1.0 %
water, home improvement	1	1.0 %
cleaning of a ditch beside my house	1	1.0 %
maintenance	1	1.0 %
too many cars on the street	1	1.0 %
utility	1	1.0 %
solid waste	1	1.0 %
neighborhood improvements	1	1.0 %
Tax dept and county manager	1	1.0 %
animal shelter	1	1.0 %
DHS	1	1.0 %
tax, planning, soil and water	1	1.0 %
inspections and permits	1	1.0 %
county commissioners	1	1.0 %
parks and rec	1	1.0 %
management	1	1.0 %
Courthouse/Trust dept	1	1.0 %
solid waste and water	1	1.0 %
public health	1	1.0 %
homeowners association	1	1.0 %
water, sewer, parks & rec	1	1.0 %
water, library	1	1.0 %
estates	1	1.0 %
street	1	1.0 %
DMV	1	1.0 %
tax collector	1	1.0 %
health	1	1.0 %
parking	1	1.0 %

Q21c. Which department have you contacted most recently?

Q21c. Which department have you contacted

<u>most recently</u>	<u>Number</u>	<u>Percent</u>
board of elections	1	1.0 %
deeds	1	1.0 %
permits	1	1.0 %
employment	1	1.0 %
tax, water	1	1.0 %
public transportation	1	1.0 %
medicaid	1	1.0 %
child services	1	1.0 %
<u>community planning</u>	1	1.0 %
Total	105	100.0 %

Q21d. (Only if YES to Question 21b.) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County Government department you listed above:

(N=125)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Q21d-a. How easy the County Government was to contact	24.8%	37.6%	16.8%	11.2%	4.8%	4.8%
Q21d-b. Courtesy of County Government	23.2%	43.2%	15.2%	4.0%	6.4%	8.0%
Q21d-c. Accuracy of the information & assistance you were given	19.2%	44.0%	16.0%	6.4%	6.4%	8.0%
Q21d-d. Time it took for your request to be completed	18.4%	32.8%	16.0%	12.0%	12.0%	8.8%
Q21d-e. How well your issue was handled	18.4%	36.0%	18.4%	8.0%	9.6%	9.6%
Q21d-f. The resolution to your issue/ concern	17.6%	35.2%	17.6%	8.8%	10.4%	10.4%

WITHOUT "N/A"

Q21d. (Only if YES to Question 21b.) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County Government department you listed above: (without "N/A")

(N=125)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21d-a. How easy the County Government was to contact	26.1%	39.5%	17.6%	11.8%	5.0%
Q21d-b. Courtesy of County Government	25.2%	47.0%	16.5%	4.3%	7.0%
Q21d-c. Accuracy of the information & assistance you were given	20.9%	47.8%	17.4%	7.0%	7.0%
Q21d-d. Time it took for your request to be completed	20.2%	36.0%	17.5%	13.2%	13.2%
Q21d-e. How well your issue was handled	20.4%	39.8%	20.4%	8.8%	10.6%
Q21d-f. The resolution to your issue/ concern	19.6%	39.3%	19.6%	9.8%	11.6%

Q24. Overall Ratings of the Community. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate the community with regard to the following:

(N=487)

	Excellent	Good	Neutral	Below Average	Poor	N/A
Q24a. As a place to live	23.0%	55.9%	11.9%	4.1%	3.5%	1.6%
Q24b. As a place to work	20.1%	51.1%	11.3%	6.0%	2.9%	8.6%
Q24c. As a place to play	16.6%	45.4%	17.9%	9.9%	4.3%	6.0%
Q24d. As a place to raise children	12.9%	41.3%	17.2%	9.7%	4.9%	14.0%
Q24e. As a place to educate children	8.4%	30.4%	22.0%	16.2%	9.4%	13.6%
Q24f. As a place to retire	16.6%	40.5%	17.2%	9.9%	7.8%	8.0%
Q24g. As a place to visit	18.3%	48.5%	16.8%	7.0%	3.9%	5.5%
Q24h. As a place to start a business	11.7%	35.3%	23.4%	6.0%	4.9%	18.7%
Q24i. As a community that is moving in the right direction	16.2%	43.1%	22.6%	8.4%	5.3%	4.3%

WITHOUT "N/A"

Q24. Overall Ratings of the Community. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate the community with regard to the following: (without "N/A")

(N=487)

	Excellent	Good	Neutral	Below Average	Poor
Q24a. As a place to live	23.4%	56.8%	12.1%	4.2%	3.5%
Q24b. As a place to work	22.0%	56.0%	12.4%	6.5%	3.1%
Q24c. As a place to play	17.7%	48.3%	19.0%	10.5%	4.6%
Q24d. As a place to raise children	15.0%	48.0%	20.0%	11.2%	5.7%
Q24e. As a place to educate children	9.7%	35.2%	25.4%	18.8%	10.9%
Q24f. As a place to retire	18.1%	44.0%	18.8%	10.7%	8.5%
Q24g. As a place to visit	19.3%	51.3%	17.8%	7.4%	4.1%
Q24h. As a place to start a business	14.4%	43.4%	28.8%	7.3%	6.1%
Q24i. As a community that is moving in the right direction	17.0%	45.1%	23.6%	8.8%	5.6%

Q25. From the list of local governmental capital projects listed below, which ones would you be willing to pay higher taxes to support enhancements for?

Q25. What local government capital projects would you be willing to pay higher taxes to support enhancements for

	Number	Percent
Street improvements	207	42.5 %
Bike lanes	102	20.9 %
Sidewalks	145	29.8 %
Parks & open spaces	119	24.4 %
Athletic fields	34	7.0 %
Trails & greenways	127	26.1 %
Public safety facilities	107	22.0 %
Public art	63	12.9 %
Parking	84	17.2 %
Public school facilities	197	40.5 %
Aquatic facilities	65	13.3 %
Wouldn't pay higher taxes for any of these	140	28.7 %
Total	1390	

Q26. From the list of local government services below, which ones would you be willing to pay higher taxes to support enhancements for?

Q26. What local government services would you be willing to pay higher taxes to support enhancements for

	Number	Percent
Affordable housing	164	33.7 %
Expanded Pre-K subsidies	116	23.8 %
Senior programming	129	26.5 %
Court services	47	9.7 %
Social services	99	20.3 %
Youth programming	147	30.2 %
Job creation/training	154	31.6 %
Public health & wellness	119	24.4 %
Public school operations (teachers, salaries)	224	46.0 %
Public safety staffing	131	26.9 %
Wouldn't pay higher taxes for any of these	109	22.4 %
Total	1439	

Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

Q27. How willing would you be to pay fees
instead of taxes to pay for improvements to
services that you use or benefit from

	Number	Percent
Very willing	54	11.1 %
Willing	121	24.8 %
Not sure	192	39.4 %
Not willing	98	20.1 %
Not provided	22	4.5 %
Total	487	100.0 %

WITHOUT "NOT PROVIDED"

Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from? (without "not provided")

Q27. How willing would you be to pay fees
instead of taxes to pay for improvements to
services that you use or benefit from

	Number	Percent
Very willing	54	11.6 %
Willing	121	26.0 %
Not sure	192	41.3 %
Not willing	98	21.1 %
Total	465	100.0 %

Q31. Approximately how many years have you lived in Durham County?

Q31. How many years have you lived in Durham

County	Number	Percent
Less than 5	74	15.2 %
5-10	71	14.6 %
11-20	109	22.4 %
21-30	80	16.4 %
31+	153	31.4 %
Total	487	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	104	21.4 %
35-44	113	23.2 %
45-54	109	22.4 %
55-64	98	20.1 %
65-74	42	8.6 %
75+	21	4.3 %
Total	487	100.0 %

Q33. What is your gender?

Q33. Your gender	Number	Percent
Male	233	47.8 %
Female	252	51.7 %
Not provided	2	0.4 %
Total	487	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender? (without "not provided")**

Q33. Your gender	Number	Percent
Male	233	48.0 %
Female	252	52.0 %
Total	485	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence	Number	Percent
Own	307	63.0 %
Rent	176	36.1 %
Not provided	4	0.8 %
Total	487	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Do you own or rent your current residence? (without "not provided")**

Q34. Do you own or rent your current residence	Number	Percent
Own	307	63.6 %
Rent	176	36.4 %
Total	483	100.0 %

Q35. Which of the following best describes your race/ethnicity?

Q35. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	15	3.1 %
White	223	46.1 %
American Indian/Eskimo	10	2.1 %
Black/African American	225	46.5 %
Other	15	3.1 %
Total	488	

Q35. Other

Q35. Other	Number	Percent
Hispanic	14	93.3 %
Cherokee and Black	1	6.7 %
Total	15	100.0 %

Q36. Are you of Hispanic, Latino, or other Spanish ancestry?

Q36. Are you of Hispanic, Latino, or other

Spanish ancestry	Number	Percent
Yes	55	11.3 %
No	409	84.0 %
Not provided	23	4.7 %
Total	487	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q36. Are you of Hispanic, Latino, or other

Spanish ancestry	Number	Percent
Yes	55	11.9 %
No	409	88.1 %
Total	464	100.0 %

Q37. Would you say your total annual household income is:

Q37. Your total annual household income

	Number	Percent
Under \$30K	73	15.0 %
\$30K to \$59,999	125	25.7 %
\$60K to \$99,999	107	22.0 %
\$100K+	121	24.8 %
Not provided	61	12.5 %
Total	487	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Would you say your total annual household income is: (without "not provided")**

Q37. Your total annual household income

	Number	Percent
Under \$30K	73	17.1 %
\$30K to \$59,999	125	29.3 %
\$60K to \$99,999	107	25.1 %
\$100K+	121	28.4 %
Total	426	100.0 %

Section 5

Survey Instrument

**CITY OF DURHAM***City Manager's Office*

101 CITY HALL PLAZA | DURHAM, NC 27701
 919.560.4222 | F 919.560.4949

www.DurhamNC.gov

DURHAM COUNTY*County Manager's Office*

200 E. MAIN ST. | DURHAM, NC 27701
 919.560.0000 | F 919.560.0020

www.DCoNC.gov



December, 2016

Dear Durham Resident:

Thanks to you, Durham remains one of the most vibrant and progressive communities in the United States. As we continue to grow and meet new challenges, it is important that we also continue to strategically plan for our future.

An important part of this planning process involves gathering input from residents on a wide range of issues impacting our quality of life. We want you to be a part of this process by taking a few minutes to complete the enclosed *2016 Durham Resident Survey*.

For the second time, the City and County are jointly overseeing the survey so that more Durham residents have an opportunity to be heard. By completing and returning this survey, you will assist elected officials, as well as the City and County administrations, in making critical decisions about prioritizing resources and helping set the direction for the future of our community.

Please return your completed survey in the enclosed postage-paid envelope **within the next 10 days** to the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions about this survey, please contact Durham One Call at (919) 560-1200.

Your feedback is very vital to us and we appreciate your help in making Durham an even better place to call home.

Sincerely,

Thomas J. Bonfield
 City Manager

Wendell M. Davis
 County Manager

cc: Enclosure

*Si tiene preguntas acerca de la encuesta y no habla
 Ingles, por favor llame al 1-844-811-0411. Gracias.*



2016 DURHAM CITY AND COUNTY RESIDENT SURVEY

Please take a few minutes to complete this survey. Your input is an important part of the City and County's ongoing effort to identify and respond to resident concerns. If you have questions, please contact Durham One Call at (919) 560-1200. This survey is intended for Durham City and County residents only.



1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
01.	Overall quality of police protection	5	4	3	2	1	9
02.	Overall quality of sheriff protection	5	4	3	2	1	9
03.	Overall quality of fire protection and rescue services	5	4	3	2	1	9
04.	Response time for fire services	5	4	3	2	1	9
05.	Overall quality of EMS services	5	4	3	2	1	9
06.	Response time for EMS services	5	4	3	2	1	9
07.	Overall maintenance of City streets	5	4	3	2	1	9
08.	Overall flow of traffic in Durham	5	4	3	2	1	9
09.	Overall quality of the public transit system (GoDurham, formerly DATA)	5	4	3	2	1	9
10.	Overall quality of bicycle facilities (bike lanes, paths, trails, and intersection design and signage)	5	4	3	2	1	9
11.	Overall quality of pedestrian facilities	5	4	3	2	1	9
12.	Overall quality of water and sewer utilities	5	4	3	2	1	9
13.	Overall enforcement of codes and ordinances	5	4	3	2	1	9
14.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
15.	Overall quality of customer service you receive from County employees	5	4	3	2	1	9
16.	Overall effectiveness of communication with the public	5	4	3	2	1	9
17.	Overall quality of parks and recreation programs	5	4	3	2	1	9
18.	Overall quality of library services and programs	5	4	3	2	1	9
19.	Overall quality of services provided by the Durham County Department of Social Services	5	4	3	2	1	9
20.	Overall quality of Public Health services	5	4	3	2	1	9
21.	Overall quality of Tax Administration services	5	4	3	2	1	9
22.	Overall quality of public schools	5	4	3	2	1	9
23.	Overall quality of charter schools	5	4	3	2	1	9
24.	Overall quality of private schools	5	4	3	2	1	9

2. Which **THREE** of the items listed above do you think should receive the **MOST EMPHASIS** from **City and County leaders** over the next two years? [Write the numbers below for your top three choices using the numbers from the list in Question 1 or circle NONE.]

1st: _____2nd: _____3rd: _____

NONE

3. **Several items that may influence your perception of Durham are listed below.** Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with:	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	Overall quality of services provided by the County	5	4	3	2	1	9
3.	Overall appearance of Durham	5	4	3	2	1	9
4.	Overall management of development and growth	5	4	3	2	1	9
5.	Overall image of Durham	5	4	3	2	1	9
6.	Overall quality of life in Durham	5	4	3	2	1	9
7.	Overall quality of life in your neighborhood	5	4	3	2	1	9
8.	Overall ease of travel within Durham	5	4	3	2	1	9
9.	Overall value you receive for your local taxes and fees	5	4	3	2	1	9

4. **Which of the following describes the education status of children in your household?** (Check all that apply)

- ☐ (01) My children are enrolled in Durham Public Schools
☐ (02) My children are enrolled in a charter school in Durham County
☐ (03) My children are enrolled in a private school in Durham County
☐ (04) My children go to school outside of Durham County
☐ (05) My children went to or graduated from Durham Public Schools
☐ (06) My children went to or graduated from a charter school in Durham County
☐ (07) My children went to or graduated from a private school in Durham County
☐ (08) My children went to or graduated from a school outside of Durham County
☐ (09) My children are homeschooled
☐ (10) This question does not apply to me

5. **Durham Public Schools.** Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools:

	Durham Public Schools:	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>N/A</i>
1.	Manages the education budget well	5	4	3	2	1	9
2.	Attracts high quality teachers	5	4	3	2	1	9
3.	Is transparent about education-related decision making	5	4	3	2	1	9
4.	Encourages community involvement in education-related decision making	5	4	3	2	1	9
5.	Ensures quality education for students	5	4	3	2	1	9
6.	Has effective leadership in K-12 education	5	4	3	2	1	9

6. **Public Safety.** Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

	How safe do you feel:	<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>N/A</i>
1.	When walking alone in your neighborhood during the day	5	4	3	2	1	9
2.	When walking alone in your neighborhood at night	5	4	3	2	1	9
3.	In downtown Durham	5	4	3	2	1	9
4.	In Durham overall	5	4	3	2	1	9

7. Law Enforcement/Criminal Justice. Using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate how you feel regarding the following aspects:

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Overall police relationship with your community	5	4	3	2	1	9
2.	Overall Sheriff's Office relationship with your community	5	4	3	2	1	9
3.	Animal control services	5	4	3	2	1	9
4.	Enforcement of traffic safety laws	5	4	3	2	1	9
5.	Local court system	5	4	3	2	1	9

8. Parks, Recreation, and Open Space: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Greenways and trails	5	4	3	2	1	9
2.	Outdoor athletic fields and courts (e.g., baseball, soccer, futsal, and tennis)	5	4	3	2	1	9
3.	The variety of City recreation opportunities	5	4	3	2	1	9
4.	Customer service provided by the City's Parks and Recreation staff	5	4	3	2	1	9
5.	The length of your commute to your desired recreation amenities	5	4	3	2	1	9
Recreation Programs Provided By the City							
6.	Aquatic programs	5	4	3	2	1	9
7.	Athletic programs	5	4	3	2	1	9
8.	Recreation Center programs	5	4	3	2	1	9
9.	Cultural programming (e.g., events, concerts, and festivals)	5	4	3	2	1	9

9. Which TWO of the Parks, Recreation, and Open Space items listed above do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO Years? [Write in the numbers below using the numbers from the list in Question 8 or circle NONE.]

1st: _____ 2nd: _____ NONE

10. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Condition of streets in YOUR Neighborhood	5	4	3	2	1	9
2.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
3.	Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	5	4	3	2	1	9
4.	Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9
5.	Condition of parks	5	4	3	2	1	9
6.	Condition of recreation centers and facilities	5	4	3	2	1	9
7.	Overall appearance of major entryways to Durham	5	4	3	2	1	9
8.	Response to severe weather storm events (i.e. Hurricane Matthew)	5	4	3	2	1	9

11. Which TWO of the Maintenance items listed above do you think should receive the MOST EMPHASIS over the next TWO years? [Write in the numbers below using the numbers from the list in question 10 or circle NONE.]

1st: _____ 2nd: _____ NONE

12. Multi-Modal Transportation: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Ease of travel by walking	5	4	3	2	1	9
2.	Ease of travel by driving	5	4	3	2	1	9
3.	Ease of travel by biking	5	4	3	2	1	9
4.	Safety when driving around Durham	5	4	3	2	1	9
5.	Ease of travel by bus (GoDurham/Bull City Connector)	5	4	3	2	1	9
6.	GoDurham routes and schedules	5	4	3	2	1	9
7.	Location of Downtown parking facilities	5	4	3	2	1	9
8.	Quality of Downtown parking facilities	5	4	3	2	1	9

13. Using a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements:

	<i>Level of agreement with:</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>N/A</i>
1.	My neighborhood has convenient outdoor spaces to run, walk, bike and exercise	5	4	3	2	1	9
2.	It is safe to walk in my neighborhood	5	4	3	2	1	9
3.	There are enough bike lanes in our community	5	4	3	2	1	9
4.	You can walk to shopping and entertainment from my neighborhood	5	4	3	2	1	9

14. Have you used GoDurham/Bull City Connector during the past year?

____(1) Yes (Go to Q15.) ____ (2) No (Please answer Q14a.)

14a. If NO to #14: Which of the following is your primary reason for not using the service: (Check one)

- ____(1) Does not serve the areas I need to visit
 ____ (2) Buses do not come frequently enough
 ____ (3) Service is not provided during the days and hours I would use it
 ____ (4) I don't need the service – I just prefer to drive
 ____ (5) Other (Please Explain): _____

15. Solid Waste and Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Solid waste collection services	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	Bulky item pick up/removal services (e.g., old furniture, appliances, etc.)	5	4	3	2	1	9
4.	Yard waste (leaves/tree limbs) collection services for subscriber members	5	4	3	2	1	9
5.	City Waste Disposal Center (2115 East Club)	5	4	3	2	1	9
6.	County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, and Rougemont)	5	4	3	2	1	9
7.	Quality of drinking water	5	4	3	2	1	9
8.	Sewer services	5	4	3	2	1	9
9.	Stream and lake protection	5	4	3	2	1	9

16. Affordable Housing: How satisfied are you with the availability of affordable housing?

____(5) Very Satisfied ____ (3) Neutral ____ (1) Very Dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied ____ (9) N/A

17. Please answer the following questions by circling YES or NO.

1.	Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income?	YES	NO
2.	Are you able to find housing you can afford in Durham?	YES	NO
3.	Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources?	YES	NO

18. How can the City and County be most helpful in addressing housing affordability problems?

19. Economic Development: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Access to training and development for the under-employed and unemployed	5	4	3	2	1	9
2.	Resources to support small business development	5	4	3	2	1	9
3.	Appearance of your neighborhood	5	4	3	2	1	9
4.	Public art in Durham	5	4	3	2	1	9
5.	Response to code enforcement requests for service complaints	5	4	3	2	1	9

The following questions will ask you to rate your customer service experience with the City of Durham and Durham County, separately. If you are a City resident, please complete questions 20a-d and 21a-d. If you are a COUNTY resident outside of City limits, please GO TO QUESTION 21a-d.

CITY RESIDENTS ONLY**20a. Communication: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Availability of information about City programs and services	5	4	3	2	1	9
2.	Ease of locating information on the City website	5	4	3	2	1	9
3.	Your experience engaging with the City government process	5	4	3	2	1	9
4.	Level of public involvement in local decisions with the City	5	4	3	2	1	9
5.	City efforts to keep you informed about local issues	5	4	3	2	1	9

20b. During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?

___(1) Yes (Answer Questions 20c & 20d.)

___(2) No (Go to Question 21a.)

20c. Which department have you contacted most recently? _____**20d. (Only if "YES" to Question 20b.) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the City Government department you listed above:**

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	How easy the City Government was to contact	5	4	3	2	1	9
2.	Courtesy of City Government	5	4	3	2	1	9
3.	Accuracy of the information and assistance you were given	5	4	3	2	1	9
4.	Time it took for your request to be completed	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9
6.	The resolution to your issue/concern	5	4	3	2	1	9

ALL RESIDENTS of Durham County

21a. Communication: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	Availability of information about County programs and services	5	4	3	2	1	9
2.	Ease of locating information on the County website	5	4	3	2	1	9
3.	Your experience engaging with the County government process	5	4	3	2	1	9
4.	Level of public involvement in local decisions with the County	5	4	3	2	1	9
5.	County efforts to keep you informed about local issues	5	4	3	2	1	9

21b. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?
 ____ (1) Yes (Answer Questions 21c & 21d & 22.) ____ (2) No (Go to Question 23.)

21c. Which department have you contacted most recently? _____

21d. (Only if “YES” to Question 21b.) Using a 5-point scale where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with your experience interacting with the County Government department you listed above:

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
1.	How easy the County Government was to contact	5	4	3	2	1	9
2.	Courtesy of County Government	5	4	3	2	1	9
3.	Accuracy of the information and assistance you were given	5	4	3	2	1	9
4.	Time it took for your request to be completed	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9
6.	The resolution to your issue/concern	5	4	3	2	1	9

22. If you were not satisfied with the service you received, please share more about what occurred and how we could improve our service next time:

23. How do you hear or receive information about community issues, services, and events?

24. Overall Ratings of the Community. Using a scale of 1 to 5 where 5 means “Excellent” and 1 means “Poor,” please rate the community with regard to the following:

<i>How would you rate the community:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>N/A</i>
1.	As a place to live	5	4	3	2	1	9
2.	As a place to work	5	4	3	2	1	9
3.	As a place to play	5	4	3	2	1	9
4.	As a place to raise children	5	4	3	2	1	9
5.	As a place to educate children	5	4	3	2	1	9
6.	As a place to retire	5	4	3	2	1	9
7.	As a place to visit	5	4	3	2	1	9
8.	As a place to start a business	5	4	3	2	1	9
9.	As a community that is moving in the right direction	5	4	3	2	1	9

25. From the list of local governmental capital projects listed below, which ones would you be willing to pay higher taxes to support enhancements for? (Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> (01) Street Improvements | <input type="checkbox"/> (07) Public Safety Facilities |
| <input type="checkbox"/> (02) Bike lanes | <input type="checkbox"/> (08) Public Art |
| <input type="checkbox"/> (03) Sidewalks | <input type="checkbox"/> (09) Parking |
| <input type="checkbox"/> (04) Parks and Open Space | <input type="checkbox"/> (10) Public School Facilities |
| <input type="checkbox"/> (05) Athletic Fields | <input type="checkbox"/> (11) Aquatic Facilities |
| <input type="checkbox"/> (06) Trails and Greenways | <input type="checkbox"/> (12) Wouldn't pay higher taxes for any of these |

26. From the list of local government services below, which ones would you be willing to pay higher taxes to support enhancements for? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> (01) Affordable Housing | <input type="checkbox"/> (07) Job Creation/Training |
| <input type="checkbox"/> (02) Expanded Pre-K Subsidies | <input type="checkbox"/> (08) Public Health and Wellness |
| <input type="checkbox"/> (03) Senior Programming | <input type="checkbox"/> (09) Public School Operations (teachers, salaries) |
| <input type="checkbox"/> (04) Court Services | <input type="checkbox"/> (10) Public Safety Staffing |
| <input type="checkbox"/> (05) Social Services | <input type="checkbox"/> (11) Wouldn't pay higher taxes for any of these |
| <input type="checkbox"/> (06) Youth Programming | |

27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

- | | |
|---|--|
| <input type="checkbox"/> (1) Very willing | <input type="checkbox"/> (3) Not Sure |
| <input type="checkbox"/> (2) Willing | <input type="checkbox"/> (4) Not Willing |

28. (Optional) What is the most significant issue(s) you think Durham will face over the next 5 years?

29. (Optional) What do you like BEST about living in Durham?

30. (Optional) What do you like LEAST about living in Durham?

31. Approximately how many years have you lived in Durham County? _____ years

32. What is your age? _____ years

33. What is your gender? _____ (1) Male _____ (2) Female

34. Do you own or rent your current residence? _____ (1) Own _____ (2) Rent

35. Which of the following best describes your race/ethnicity? (Check all that apply.)

- | | | |
|---|---|--|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (3) American Indian/Eskimo | <input type="checkbox"/> (5) Other _____ |
| <input type="checkbox"/> (2) White | <input type="checkbox"/> (4) Black/African American | |

36. Are you of Hispanic, Latino, or other Spanish ancestry? _____ (1) Yes _____ (2) No

37. Would you say your total annual household income is:

- | | |
|---|---|
| <input type="checkbox"/> (1) Under \$30,000 | <input type="checkbox"/> (3) \$60,000 to \$99,999 |
| <input type="checkbox"/> (2) \$30,000 to \$59,999 | <input type="checkbox"/> (4) \$100,000 or more |

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the County are having problems with city services. If your address is not correct, please provide the correct information.